

PATIENT IDENTIFICATION

POLICY

Correct patient identification is vital for patient safety and the maintenance of patient confidentiality. Our patients are correctly identified at each encounter with our practice team using 3 approved patient identifiers. All members of the practice team are trained in how to correctly identify a patient using 3 identifiers.

PROCEDURE

Approved Patient identifiers include:

- patient name (Family and given name)
- date of birth
- gender (as identified by the patient themselves)
- address

Patients identification using 3 approved identifiers should be established or confirmed:

- when making an appointment or checking off arrival at the practice
- when commencing the consultation or treatment or investigation
- when opening or entering data into the medical records
- when a clinical handover occurs at the interface of care by different providers.
- when confirming signed consent for medical treatment
- when following up test results or communicating with the patient, especially by electronic means.
- when managing the patient's treatment without the patient attending the practice e.g. ordering repeat prescriptions
- on referral documentation

When asking for patient identification practice staff should ask the patient to state their name, date of birth and address. Staff should not volunteer the information from the records and ask the patient to confirm as nervous or hearing impaired patients may agree and verify incorrect information. When patients are noticed to have similar names or other identifiers (e.g. DOB), a notation is entered in the medical record to flag this.

It is important to ensure the correct patient gets the correct procedure. A useful resource for GPs undertaking procedural work and minor surgery, is the Ensuring Correct Patient (3 identifiers), Correct Site, Correct Procedure Protocol from the Australian Commission on Safety and Quality in Health Care, or an equivalent protocol that incorporates these five steps.

An Incident form is completed when any errors in patient identification are noted (Refer Section C3 Risk management and Medical Incident)

Document Title:	Patient Identification	Document Version:	1.0
Release Date:	4 February 2021	Revision Date:	4 February 2021