



STONEY HEALTH SERVICES POLICY AND PROCEDURE(S)

CLIENT IDENTIFICATION

Effective: March 31, 2014	Policy No.:	Applies To:	<input type="checkbox"/> Leadership & Operations
Review: Jan.9,2019	Sheet: 1 of 3		<input checked="" type="checkbox"/> Programs & Services
Next Revision: Jan.9, 2022	Approval:		<input type="checkbox"/> Client, Family & Community

Related Policies and Procedures:

1. **STANDARD:** Working in partnership with clients and families, at least two person-specific identifiers are used by all SHS personnel to confirm that clients receive the service or procedure intended for them.
2. **RATIONALE:** Using person-specific identifiers to confirm that clients receive the service or procedure intended for them can avoid harmful incidents such as privacy breaches, allergic reactions, discharge of clients to the wrong families, medication errors and wrong-person procedures. Verifying the client's identity before providing a Health Service facilitates the provision of safe, quality care that verifies that the correct person receives the correct Health Service.
3. **POLICY:** All Stoney Health Services employees, members of the medical staff, students and other persons acting on behalf of Stoney Health Services (including contracted service providers, as necessary) will use two or more client identifiers to actively confirm the client's identity prior to providing any health services.
4. **PROCEDURE:** Prior to a providing a health service or procedure, the service provider shall:
 - A. Verify at least two client identifiers in partnership with clients and families by explaining the reason for this important safety practice and asking them for the identifiers using active communication with the client to ensure that the right service is being provided to the right person. Approved Stoney Health Services client identifiers, must include two of the following identifiers:
 - i. Date of Birth (DOB) as well as client's first and last name;
 - ii. Personal Health Number (PHN);
 - iii. Government-issued identification number (Band #, Passport, Driver's License);
 - iv. Verification with a client's family members/legal guardian or a second staff member;
 - v. Current photo identity.
 - B. Home Care: In the case of continuing one-on-one home care client identifiers may also include direct facial recognition;
 - C. Emergency Situations: While reasonable efforts shall be used to properly identify clients in an emergency situation, this should not result in refusal or delaying of care. Clients who are unable to provide identifying information and whose condition requires emergency care will receive treatment prior to identification if such care and treatment is necessary to stabilize the client's condition, to prevent serious physical or mental harm or to alleviate severe pain. Respond to the emergency and proceed with client identification at the next possible opportunity.



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Related Policies and Procedures:

5. INDICATORS AND FORMULAE:

Indicators /Measures	Calculation
Monthly "spot checks" to verify with 10 clients if SHS staff have asked them to verify their identity (goal = 100 %)	$\frac{\text{Number of clients stating that 2 identifiers} \times 100\%}{\text{Number of clients surveyed}}$

6. DEFINITIONS:

- **Active Communication:** The person verbally states the identifiers rather than confirming the identifiers as it is read to the Client.
- **Client:** All persons who receive or have requested health care or services from Stoney Health Services and its healthcare providers. This term is inclusive of clients in all Programs (Home Care, Community Care, Primary Care, and Turning Point).
- **Health Service:** Actions performed for or with a Client including medication administration, tests, procedures or treatments that may have consequences if performed on the wrong Client.
- **Identification Source:** A document (i.e. healthcare card or driver's licence) or a clinic-generated label or a person (i.e. friend or family member, care provider, etc.) that can accurately verify that the two Client identifiers used are accurate for that Client.
- **Personal Health Number (PHN):** The Client's healthcare insurance number assigned to the Client by the provincial/territorial/federal government.

7. REFERENCES:

- Alberta Health Services. Patient Identity Verification Policy (Document # PS-06)
- WHO Collaborating Centre for Patient Safety Solutions. *Patient Identification*. Patient Safety Solutions. Volume 1, Solution 2, May 2007.
- Accreditation Canada. Required Organizational Practices Handbook, Version 14 (2019).
- Saskatoon Health Region. Verification of Identification. Policy number: 7311-60-017.



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8. RESPONSIBILITIES:

- a. **Managers:** Responsible for review, monitoring and compliance with this policy.
- b. **All medical, allied health and nursing staff, other employees of Stoney Health Services:** Responsible for complying with this policy.

9. DEVELOPED BY:

Brent Hancock
Safety Officer

Date

10. APPROVALS:

Aaron Khan
Chief Executive Officer

Date