

 <p>Winnipeg Regional Health Authority Office régional de la santé de Winnipeg Caring for Health À l'écoute de notre santé</p> <p>POLICY</p>	<p>REGIONAL</p> <p>Applicable to all WRHA governed sites and facilities (including hospitals and personal care homes), and all funded hospitals and personal care homes. All other funded entities are excluded unless set out within a particular Service Purchase Agreement.</p>		Level: 1
	Policy Name: Client Identification	Policy Number: 110.000.370	Page 1 of 3
	Approval Signature: <i>Original signed by M. Sussman</i>	Section: CLINICAL / PROGRAM SERVICES	
	Date: October 2015	Supercedes: New	

1.0 PURPOSE:

- 1.1 To provide sites and programs with the foundational policy from which they develop their specific two client identifier guidelines, procedures or processes.
- 1.2 Working in partnership with clients and families, at least two client-specific identifiers are used to confirm that clients receive the service or procedure intended for them (Accreditation Canada, January 2016).

2.0 DEFINITIONS:

- 2.1 Client – Any individual receiving health care Services within the Winnipeg Health Region. May be known as Client, patient or resident dependent on setting.
- 2.2 Client Specific Identifier – Specific items of information by which the Client can be identified include: the Client's full name, home address (when confirmed by the Client or family), date of birth, Personal Identification Number, a photograph which accurately represents the Client's current appearance or facial recognition, medical identification bands/wristbands, health records or government-issued identification for example driver's license, passport etc. may be used when the client is unable to provide identifying information (Accreditation Canada, January 2016).
- 2.3 Facial Recognition – Direct observation of the Client matches the visual memory associated with the client's name. The Facial Recognition identification may occur when the client is known to the individual providing care or may require that a family or staff member familiar with the client confirms the client identity. Facial Recognition is appropriate in settings where there is a long term/continuing care relationship where the team member is familiar with the Client.
- 2.4 Medical Record Number (MRN) – Facility or program generated number for the client's medical chart, also referred to as health record number (HRN).
- 2.5 Personal Health Identification Number (PHIN) – A unique nine-digit numeric identifier assigned by Manitoba Health to every person registered for health insurance in Manitoba; or equivalent from alternate jurisdictions.

DISCLAIMER: Please be advised that printed versions of any policy or policies posted on external web pages may not be the most current version of the policy. Although we make every effort to ensure that all information is accurate and complete, policies are regularly under review and in the process of being amended and we cannot guarantee the accuracy of printed policies or policies on external web pages. At any given time the most current version of any WRHA policy will be deemed to apply. Users should verify that any policy is the most current policy before acting on it. For the most up to date version of any policy please call 204-926-7000 and ask for the Regional Policy Chair's office.

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2.6 Service – An encounter with a Client in which a treatment, appointment, procedure or health interaction is provided. This is inclusive of, but not limited to administering medications, blood or blood components and when collecting specimens for clinical testing.

2.7 Staff: All persons employed by the WRHA facilities, or WRHA funded facilities, as well as members of the medical staff, volunteers, board members, students, and others associated through contracts.

3.0 **POLICY:**

3.1 Client shall have their identity verified prior to provision of any Service by staff.

3.2 In partnership with the Client and their family at least two Client-Specific Identifiers shall be used by staff to confirm that the Client receives the Service intended for them.

3.2.1 Acceptable Client-Specific Identifiers for individuals able to communicate their identity include:

- The Client’s full name, home address (when confirmed by the client or family), date of birth, personal identification number, an accurate photograph or facial recognition.
- MRN/HRN,
- PHIN or equivalent from alternate jurisdictions,
- Facial Recognition,
- WRHA/affiliate health care facility issued medical identification bands/wristbands or other government issued identification.

3.2.2 Acceptable Client-Specific Identifiers for individuals unable to provide identifying information to communicate their identity include:

- In settings where there is a long term/continuing care relationship where the staff is familiar with the Client, one person-specific identifier can be Facial Recognition,
- WRHA/affiliate health care facility issued medical identification bands/wristbands or health records or government-issued identification.

3.2.3 Client’s room, bed number or home address unconfirmed by Client or family member, shall not be used as a Client-Specific Identifier.

4.0 **PROCEDURE:**

4.1 Facilities/ sites/programs shall develop process and procedures, as appropriate to support this policy.

5.0 **REFERENCES:**

5.1 Accreditation Canada (2016), Required Organization Practices Handbook, Client Identification <http://www.accreditation.ca/sites/default/files/rop-handbook-2016-en.pdf>.

5.2 Adult Mental Health Regional Program Practice Guidelines (2012) <http://home.wrha.mb.ca/prog/mentalhealth/guidelines-regional.php>

5.3 The Joint Commission (2015) National Patient Safety Goals http://www.jointcommission.org/standards_information/npsqs.aspx
http://www.jointcommission.org/assets/1/6/2015_NPSG_HAP.pdf

5.4 WRHA Policy 110.060.040, Patient Identification in Diagnostic Imaging, April 2010 <http://home.wrha.mb.ca/corp/policy/policy.php>

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5.5 WRHA Policy 10.40.100, Use of Personal Health Information, April 2010
<http://home.wrha.mb.ca/corp/policy/policy.php>

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