

Compliance



CAPSULES

Vol. 13 No. 4, September 2019

Positive Patient Identification Matters

Positive patient identification processes and policies are required by DNV and can affect the safety of our patients. Errors in patient identification can lead to:

- Medical errors
- Delays in patient care
- Duplicate medical records
- Incorrect data shared with providers and external organizations
- Negative financial performance
- Negative patient experiences
- Increased legal risk

NHRMC's policy is to ensure accurate identification of patients prior to receiving care, treatment or services. Some examples include:

- Scheduling/Registration of patients
- Arriving/Admitting a patient for services
- Placing the initial or replacement identification armband on the patient
- Collecting laboratory specimens
- Administering medications/blood products
- Releasing medical records
- Surgical services
- Ancillary testing
- Documenting in the patients record

NHRMC has adopted a minimum of two identifiers with the primary being the full patient name and their date of birth. **A physical location is NOT to be used as an identifier.**

When arriving/admitting/scheduling a patient for care, be extremely careful – we have many twins, siblings, and family members with very similar names and birthdates.

Verify you have chosen the correct patient before you click!!

Positive Patient Identification Matters (CONT'D)

For example, there is a Health System in Houston, Texas that has **2,488 patients** with the name **Maria Garcia!** More than **230** of those **Maria Garcia's** have the same date of birth.

How Can We Prevent These Errors?

- **Ask** the patient/representative to spell the patient last name, spell the patient first name, ask for a middle name if one exists, and ask the patient date of birth.
- **Ask** the patient open-ended questions instead of yes/no verification. It is important **NOT** to lead the patient,
- **Confirm** address and telephone number.
- **Use Caution** – There are many sets of twins and non-related patients with the same/similar names and date of births.
- **Review Tip Sheet** found in Learning Home Dashboard within Epic or by going to CapsLive > Clinical Support > Epic U (Clinical Informatics): [How to Locate Select and Create a Patient Record](#)

NHRMC uses a **4-point** search to locate a patient in the Enterprise Master Patient Index (EMPI). Prior to creating a new patient:

- **Refer** to Tip Sheet (above)
- **Search** by each of the following measures listed, using every name a patient may have used, including - **Previous Names/Maiden Name:**
 1. Social Security Number,
 2. Date of Birth (DOB),
 3. Last name, First name, and
 4. First 3 letters of last name, First 3 letters of last name.

Positive Patient Identification Matters (CONT'D)

- **Ask** the patient if they have used any other names. If you locate a patient with the same name, but the DOB in Epic shows a 'generic,' i.e. 01/01/1901 or mm/dd/1901, or 01/01/Current year, you **MUST** call HIM at Ph. 667-5693 before changing the DOB.

Prior to rendering services, treatments, or procedures, the armband must be viewed to confirm with the patient, their last name, first name, middle initial/name and date of birth.

What Should I Do If I Choose the Incorrect Patient?

- If the patient is in-house or actively being treated, dismiss the incorrect patient and 'arrive' or 'admit' the correct patient to continue treatment.
- Complete a **VERGE** report. You must include the incorrect patient as well as the correct patient. **Add HIM as a secondary department.** This will alert HIM to correct both patients' records. **It is the responsibility of the person identifying the error to complete the VERGE.**

Proceed with service, treatment, or procedure once the discrepancy is resolved. If immediate action is needed by Health Information Management, call Ph. **667-5693**.

HIPAA STATS, Jun – Aug 2019

	Violations	Inadvertent Breaches
NHRMC & PMH/HC	14	5
NHRMC PG	5	0
Business Partners	0	0

HIPAA violations are addressed according to the HR Policy, "Progressive Discipline"



Positive Patient Identification Matters (CONT'D)

YOU MUST REPORT:

Some examples of errors that can occur and **MUST** be reported, in order to ensure the data integrity of the patient record:

- Duplicate patient is created
- Two patients are 'sharing' one medical record. For example, the original patient's record is in the system. A second patient (maybe with a similar name and/or DOB) is arrived and their treatment documented in the original patient's record. In some instances, if the insurance information was not updated to the new patient, the original patient's insurance is billed. Now, not only has this caused issues with the original patient's finances, if diagnoses were added, it could cause the original patient to not be approved for life insurance or

Positive Patient Identification Matters (CONT'D)

YOU MUST REPORT:

- place a pre-existing clause on future insurance.
- Telephone encounter/Email note is placed in the incorrect patient's record. The incorrect patient receives either an email or telephone call that is not intended for them. This can lead to a potential HIPAA violation.
- When a patient is arrived on another patient's record, as above, patient safety is at risk. The allergies, problem list, medications, etc. will be incorrect to the patient you are treating.

For questions, please contact the HIM Department at Ph. 667-5693 or 667-2699.

Corporate Compliance Hotline:
1.800.348.9847 or
www.MyComplianceReport.com
Access ID: "NHR"

Key Reminders!

VERIFY	Patient's full name and date of birth
ASK	Patient for correct name spelling, including middle name if necessary
CONFIRM	Address and telephone number

Our goals can only be reached through a vehicle of a plan, in which we must fervently believe, and upon which we must vigorously act. There is no other route to success.

– Pablo Picasso

Double Quotes
doublequotes.net

Quiz Time!

To enter drawing for movie tickets, email your responses to Stephanie Snyder by October 31, 2019!

1. **True or False:** If I search for a patient who tells me their name is Cody Smith with a birthdate of 7/23/1985 and you search and find a patient Cory Patrick Smith with the same date of birth, I should choose this one since it is close and the name is probably wrong in Epic?
2. I should ask the patient for their name and DOB and compare to their armband when I:
 - a. Administer a medication
 - b. Collect a lab specimen
 - c. Administer blood
 - d. All of the above
3. If I realize a mistake has been made and the incorrect patient has been arrived, I should:
 - a. Continue to treat the patient using the existing record.
 - b. Dismiss the incorrect patient and arrive the correct patient.
 - c. Dismiss the incorrect patient, arrive the correct patient and place a Verge, including HIM as an additional department.
 - d. None of the above
4. Ask the patient open-ended questions instead of yes/no verification. It is important _____ to lead the patient.
5. NHRMC uses a _____ search to locate a patient in the Enterprise Master Patient Index (EMPI).

Congratulations to Melissa B. Griffin, winner of movie tickets for the June 2019 newsletter!

"When you confront a problem, you begin to solve it."

— Rudy Giuliani