

DEPARTMENT OF HEALTH SERVICES
COUNTY OF LOS ANGELES



SUBJECT: IDENTIFYING PATIENTS (WITHOUT IDENT-I-BANDS)
PRIOR TO RENDERING MEDICAL CARE/SERVICES

POLICY NO: 393

- PURPOSE:** To establish a patient's identity when the patient does not have an ident-i-band.
- POLICY:** Prior to rendering medical care/services to all patients of county facilities, staff will verify each patient's identity.
- PROCEDURES:**
1. Summon patient in a clear, audible voice, pronouncing the patient's name accurately and clearly. Use an interpreter, as needed.
 2. Ask the patient to:
 - a. Repeat their name
 - b. State their date of birth
 3. Obtain the patient's clinic card.
 4. Compare the patient's birth date and PF number on clinic card with the medical record.
 5. In the case of a child, ask the parent or guardian to state the child's name and date of birth and compare the clinic card birth date and PF number with the medical record.
 6. Where there is doubt about a patient's true identity, staff shall thoroughly investigate, document, and report any unusual situation or incident to supervisory staff.

Identity shall be established as appropriate at each point of the patient's presentation for medical care and services.

EFFECTIVE DATE: Jul 01, 1998

SUPERCEDES:

APPROVED: Signature on File