



MANITOBA RENAL PROGRAM

SUBJECT <ul style="list-style-type: none"> ▪ Guidelines for Identification of Clients Receiving Services from the Manitoba Renal Program 	SECTION 80.10 Guidelines – Manitoba Renal Program, General
	CODE 80.10.01
AUTHORIZATION <ul style="list-style-type: none"> ▪ Professional Advisory Committee, Manitoba Renal Program ▪ St Boniface Hospital Professional Advisory Committee 	EFFECTIVE DATE September 2011
	REVISION DATE August 2017

PURPOSE:

1. To promote a process within the Manitoba Renal Program (MRP) to ensure the Team uses at least two client specific identifiers before providing any outpatient renal services.
2. To ensure the correct client is receiving the correct services.
3. To promote client safety and reduce the risk of adverse events.

DEFINITIONS:

Client – Any individual receiving health care services within the Manitoba Renal Program.

Client Specific Identifier – Specific items of information by which the Client can be identified include: the Client’s full name, date of birth, Personal Health Identification Number, a photograph which accurately represents the Client’s current appearance, facial recognition, home address (when confirmed by the Client or family), or medical identification bands/wristbands. When the client is unable to provide this identifying information, Government-issued identification (e.g. driver’s license, passport, etc.) may be used (Accreditation Canada, January 2016).

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.

Medical Record Number (MRN) – Facility generated number for the client’s medical chart, also referred to as health record number (HRN).

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.

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.

Staff – All persons employed by the MRP, as well as members of the medical staff, volunteers, students and others associated through contracts.

POLICY:

1. Clients shall have their identity verified prior to provision of any service by staff.
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. Acceptable Client-Specific Identifiers for individuals able to communicate their identity include:
 - The Client's full name, date of birth, an accurate photograph, facial recognition or home address (when confirmed by Client or family)
 - PHIN or equivalent from alternate jurisdictions
 - MRN/HRN
4. Acceptable Client-Specific identifiers for individuals unable 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.
5. Client's room number, bed number or home address unconfirmed by Client or family member, shall **not** be used as a Client-Specific Identifier.

GUIDELINE:

1. Assigned staff will verify the client's identity using two client -specific identifiers prior to providing outpatient renal services as per policy 3.2. Renal health services include the Kidney Health (pre-dialysis), Hemodialysis, Home Hemodialysis or Peritoneal Dialysis.
2. Assigned staff will obtain written consent from the client using the *WRHA Consent Form # W/00655 May/Mai 2016 Consent for Audio, Video, and Photographic Recordings for Clinical and Clinical Education Purposes* (<http://home.wrha.mb.ca/hinfo/chif/files/W-00655.pdf>) (Prairie Mountain Health (PMH) - PMH138 Consent for Image and Recording is completed in the PMH facilities) prior to taking the photograph. Obtaining consent should include notifying patients of the purpose of the photograph and that the image will be stored in the renal health record and may be stored electronically on eKHR.
3. Staff will take the client's photograph using the unit's digital camera as per the following guidelines adapted from Canadian Passports. Passport photo specifications 2015. Photo requirements checklist.
<http://www.cic.gc.ca/english/pdf/pub/pass-photo-spec-eng.pdf>
 - a. Take photos against a light-coloured background with enough contrast between the background, facial features and clothing, so that the client's features are clearly distinguishable against the background.
 - b. Ensure uniform lighting to avoid glare or shadows across the face or shoulders and portray natural skin tones.
 - c. Have client look straight at the camera with eyes open, showing a full front, centered view of the face and shoulders. Avoid photos with red eye effect.
 - d. Client may wear prescription eyeglasses as long as the eyes are clearly visible and there is no reflection or glare on the eyeglasses. Avoid sunglasses.
 - e. Ensure photo is clear, sharp and in focus with full face clearly visible.
 - f. Print a colour, portrait photo. A photo measuring 4 inches wide X 6 inches long on plain, high quality photographic paper is recommended.
 - g. The photos must be originals and not taken from an existing photo.
4. Staff will label or stamp the photo with the client's addressograph information and the date taken.
5. Staff will place photo in a clear plastic pocket at the front of the renal health record. Facilities with access to eKHR may upload the photo to the client's eKHR Demographics Record.

GUIDELINE:

6. The client's photograph will be updated every 5 years or sooner at the discretion of the assigned staff.
7. The client's photograph will be discarded in confidential waste once the patient has been discharged from the MRP. The client's eKHR file will be deactivated.

EXAMPLE:



Acceptable



Unacceptable – Tinted Glasses



Unacceptable - Shadows

REFERENCES:

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

Canadian Passports. Passport photo specifications 2015. Photo requirements checklist retrieved from <http://www.cic.gc.ca/english/pdf/pub/pass-photo-spec-eng.pdf>

WRHA Policy: 110.000.370 Client identification retrieved from
<http://home.wrha.mb.ca/corp/policy/files/110.000.370.pdf>

WRHA Policy: 10.40.280 Audio, Video and Photographic Recordings retrieved from
<http://home.wrha.mb.ca/corp/policy/files/10.40.280.pdf>

WRHA Consent Form # W/00655 May/Mai 2016 Consent for Audio, Video, and Photographic Recordings for Clinical and Clinical Education Purposes retrieved from
<http://home.wrha.mb.ca/hinfo/chif/files/W-00655.pdf>

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