Identification of Unknown Patients

Non-Clinical
Objectives

- Describe the new naming convention process for patients who are “unknown”
- State the acceptable criteria sources to confirm patient’s identity
- Identify the timing and MIRACLE process for updating name changes of previous unidentified patient
- Describe the identity confirmation process for Behavioral Health Employees
Policy

- It is the policy of the Jackson Health System to attempt to identify all patients who are admitted as “unknown”
- Every effort will be made to prevent a patient from being discharged as an unknown patient
Definition

- Any patient presenting to the Emergency Departments or Ryder Trauma Center unable to communicate information and without photo identification will be registered as an “unknown patient”
Identification of Unknown Patients

- **ALL** patient presenting to the Emergency Department, Behavioral Health or Ryder Trauma Center that is unable to communicate or confirm their identity or without photo ID, will be registered with a NATO phonetic alphabet name until they are properly identified.

- The name band and labels will appear in the following format:
  - Last name: NATO phonetic alphabet name
    - i.e., “Alpha”
  - First name: UNK(sex)
    - i.e., UNKfemale
  - Middle name: Race
    - i.e., white
  - The final registered name will appear as:
    - Alpha, UNKfemale white
Patient Access Identification Protocol

• One or more of the following must be validated in order to identify the patient’s name:
  – Photo ID
  – Patient alert and oriented and can identify themselves
  – Immediate family identification
  – Patient’s fingerprint provided by a police officer

• Any other source, other than the above, may NOT be utilized as a form of identification
  – Example: Rescue report, identification card without a picture
Patient Access Identification Protocol
(continued)

- Patient Access Representative will check daily for any patient with these aliases and inform the charge nurse of the unit when the patient has been unidentified for 48 hours.
- Case Management/Social Worker or the Administrator in Charge will be notified of any patient that cannot be identified.
- If attempts remain unsuccessful for over 48 hours, the police department jurisdiction of origin will be notified.
Identification of Unknown Patients
Behavior Health

- In the event that “unknown male/female” is identified in the inpatient unit, staff will notify Patient Access via telephone and document it in the electronic health record including source of identification and identifiers.
- Patient will receive a new Patient ID armband and an incident report in Quantros Safety and Risk Management (SRM) system will be generated.