

## **Patient Identification Red Rules Initiative Communication Plan**

### ***Scripting for Admissions:***

Your safety is important to us. I am placing an identification band on your wrist. The staff will be checking it throughout your stay to assure that we have properly identified you before giving any medication, doing any treatment, or taking you to another department.

### ***Scripting for Preadmission Testing & Teaching:***

Your safety is important to us. When you come to the hospital, we will put an identification band on your wrist. The staff will be checking it throughout your stay to assure that we have properly identified you before giving any medication, doing any treatment, or taking you to another department.

### ***Newsletter Article:***

Every year thousands of patients are injured or die from mistakes made during their hospital stay. Mistakes have been made when a nurse, intending to take medications to a patient, is distracted and accidentally detours into the wrong patient's room, giving the medications to the wrong patient. Other mistakes have occurred when the wrong patient is picked-up by a transporter for a diagnostic procedure, or when the wrong patient is taken to the OR suite. All of these situations have occurred in at least one Centura hospital within the last year.

These mistakes can be easily prevented by a simple step: properly identifying the patient prior to any intervention. The Joint Commission requires that we check for proper patient identification prior to giving any medication or blood product, when taking any lab specimen, or when performing any other treatment or procedure. The expectation is for 100% compliance. Why? Because too many patients have died or been injured because we have failed to do this.

Checking for proper identification means looking for two forms of identification. In most of our hospitals, the two identifiers are the patient's name and date of birth. This can be easily checked by looking at the patient's armband. If the patient does not have an armband, then you need to ask the patient to state his or her name and birth date. This information needs to be compared against a document that contains the same two identifiers and the order for the medication or blood or lab test or treatment. Simply looking at an armband then giving a medication cannot prevent mistakes from happening!

We need you to be part of the solution. We need you to properly identify you patient each and every time.