

# Verifying the Identity of the Patient: For Access Personnel



## Contributors:

- RIS Team
- Mary Nellums
- Risk Management
- Kathy Karr
- CCTC

# Agenda

- √ Search Procedure
- √ Verify the Identity
- √ JCAHO Regulations
- √ Duplicate Accounts
- √ BASEfront

# Search Procedure

## Medipac & OSCAR Manuals

1. Social Security Number only
2. CPI Number - If Available only
3. Name Search
  - Last
  - First
  - Middle
  - Maiden
  - Nickname

# Name Entry

- Medipac/OSCAR Manuals
- Legal Name only
- Last Name, First Name MI
- No periods or hyphens!

- **OMALLY**      *NOT*      O'MALLY
- **ST JOHN**      *NOT*      ST. JOHN

# Hyphenated Names

**Alice P Johnson-Smith**

**Smith, Alice P Johnson**

# Alias

- What is it used for?
- What does it do?

Alice P Johnson-Smith

- Alice P Johnson
- Alice P Smith

# Patient Safety

- New JCAHO Regulations
- Joint Commission for Accreditation of Healthcare Organizations
- 2 forms of of identification now required

# Registration

Verbally Verify

**FULL NAME**

**DOB**

**Copy of Photo ID**

**Inpatient Armband**

# Verifying the Identity

- Why is this important?
- What are the consequences of not doing it?
  - Duplicate account
  - Breach of confidentiality
  - Pull wrong medical records
  - Patient death
  - Malpractice



# Duplicate Accounts

- Why is this such a big deal?
- How do we fix them?
  - Contact Alice Moore in Health Information Management (Medical Records) to have combined
- How will I know if I am creating a duplicate account?

# BASEfront

- A “Behind-the-scenes” Registration tool
- Identifies existing patient and guarantor numbers if suspected duplicate

# What causes duplicates?

- Incorrect information from patient
- Mis-keyed information
- Common names
- Pressure to rush registration
- Lack of training
- Outdated information on file

# Who uses Basefront?

- All personnel performing registration on the HBO/Medipac system or scheduling appointments using OSCAR
- All areas - Inpatient, Outpatient, & ER

# Where do I see the BaseFront screen?

- Intervenes in registration/scheduling process only when sufficient evidence of duplication is detected
  
- After patient identifying data is entered

# Presentation of suspected duplicates

- Displayed 2 per screen (up to 8)
- Most likely duplicates, based on scoring, are displayed first
- Top of screen displays current data followed by suspected duplicates

SUSPECTED DUPLICATES UNIVERSITY HOSP OF ARK BESDSP0 01/22/01 1422

CURRENT DATA: NAME: BASEFRONT, TEST SSN: 446666666 DOB: 022454
ADDR: 301 S. ELM SEX: F RACE: W AGE: 46
CITY: LITTLE ROCK ST: AR PHONE: ( 501 ) 686-8555

SEL

Score: 078 CPI: 010517885
1 OF 1 NAME: BASEFRONT, TEST I SSN: 466666666 DOB: 022454
ADDR: 301 S. ELM SEX: F RACE: W AGE: 46
CITY: LITTLE ROCK ST: AR PHONE: ( 501 ) 686-8455
SPOUSE: ALIAS:
MOTHER: FATHER:
HOSP: UHA LVISIT: 01/22/2001

Score: CPI:
NAME: SSN: DOB:
ADDR: SEX: RACE: AGE:
CITY: ST: PHONE: ( )
SPOUSE: ALIAS:
MOTHER: FATHER:
HOSP: LVISIT:

Initials: KAK PAGE 1 OF 1
PF3=PREV SCREEN PF6=CONTINUE NEW REG PF7=BACK PF8=FRWD CLEAR=MENU

# **BASEfront Colors**

- **Green - data is an exact match**
- **Yellow - Similar data with partial match = requires caution**
- **Red - data significantly different or critical = review carefully - may signify that this is not the same individual**

**Patient Registration - Suspected Duplicates**

Current Data: Name : LARSEN, LEWIS SSN : 408480800 DOB : 042252  
Address : 179 MARGO Sex : M Race : W Age : 48  
City : POCAHONTAS St : AR Phone : (870) 892-4607

1 of 1

Select

Score : 089

Name : LARSEN, LEWIS E SSN : 408480800 DOB : 042232  
Address : 179 MARGO LANE Sex : M Race : W Age : 68  
City : POCAHONTAS St : AR Phone : (870) 892-4607  
CPI : 009019243 Spouse : LARSEN, MARY J Alias :  
Mother : Father : Last Visit : 09/27/2000

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Cancel

SUSPECTED DUPLICATES UNIVERSITY HOSP OF ARK BESDSP0 01/22/01 1423

CURRENT DATA: NAME: BASEFRONT, TEST SSN: 466666666 DOB: 022474
ADDR: 301 S. ELM SEX: F RACE: W AGE: 26
CITY: LITTLE ROCK ST: AR PHONE: ( 501 ) 686-8555

SEL

Score: 077 CPI: 010517885 Family Member
1 OF 1 NAME: BASEFRONT, TEST I SSN: 466666666 DOB: 022454
ADDR: 301 S. ELM SEX: F RACE: W AGE: 46
CITY: LITTLE ROCK ST: AR PHONE: ( 501 ) 686-8455
SPOUSE: ALIAS:
MOTHER: FATHER:
HOSP: UHA LVISIT: 01/22/2001

Score: CPI:
NAME: SSN: DOB:
ADDR: SEX: RACE: AGE:
CITY: ST: PHONE: ( )
SPOUSE: ALIAS:
MOTHER: FATHER:
HOSP: LVISIT:

Initials: KAK PAGE 1 OF 1
PF3=PREV SCREEN PF6=CONTINUE NEW REG PF7=BACK PF8=FRWD CLEAR=MENU

SUSPECTED DUPLICATES UNIVERSITY HOSP OF ARK BESDSP0 01/22/01 1424

CURRENT DATA: NAME: BASEFRONT, TEST SSN: 466666665 DOB: 022454
ADDR: 301 S. ELM SEX: M RACE: W AGE: 46
CITY: LITTLE ROCK ST: AR PHONE: ( 501 ) 686-8555

SEL

Score: 068 CPI: 010517885 Different sex
1 OF 1 NAME: BASEFRONT, TEST I SSN: 466666666 DOB: 022454
ADDR: 301 S. ELM SEX: F RACE: W AGE: 46
CITY: LITTLE ROCK ST: AR PHONE: ( 501 ) 686-8455
SPOUSE: ALIAS:
MOTHER: FATHER:
HOSP: UHA LVISIT: 01/22/2001

Score: CPI:
NAME: SSN: DOB:
ADDR: SEX: RACE: AGE:
CITY: ST: PHONE: ( )
SPOUSE: ALIAS:
MOTHER: FATHER:
HOSP: LVISIT:

Initials: KAK PAGE 1 OF 1
PF3=PREV SCREEN PF6=CONTINUE NEW REG PF7=BACK PF8=FRWD CLEAR=MENU

**Patient Registration - Suspected Duplicates**

Current Data: Name : LARSEN, LEWIS SSN : 408480800 DOB : 042232  
Address : 179 MARGO Sex : F Race : W Age : 68  
City : POCAHONTAS St : AR Phone : (870) 892-4607

1 of 1

Select

Score : 088

Name : LARSEN, LEWIS E SSN : 408480800 DOB : 042232  
Address : 179 MARGO LANE Sex : M Race : W Age : 68  
City : POCAHONTAS St : AR Phone : (870) 892-4607  
CPI : 009019243 Spouse : LARSEN, MARY J Alias :  
Mother : Father : Last Visit : 09/27/2000

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SUSPECTED DUPLICATES UNIVERSITY HOSP OF ARK BESDSP0 01/22/01 1515

CURRENT DATA: NAME: SINGLE, TEST I SSN: 466666666 DOB: 022454
ADDR: 301 S. ELM SEX: F RACE: W AGE: 46
CITY: LITTLE ROCK ST: AR PHONE: ( 501 ) 686-8555

SEL

Score: 075 CPI: 010517885
1 OF 1 NAME: BASEFRONT, TEST I SSN: 466666666 DOB: 022454
ADDR: 301 S. ELM SEX: F RACE: W AGE: 46
CITY: LITTLE ROCK ST: AR PHONE: ( 501 ) 686-8455
SPOUSE: ALIAS:
MOTHER: FATHER:
HOSP: UHA LVISIT: 01/22/2001

Score: CPI:
NAME: SSN: DOB:
ADDR: SEX: RACE: AGE:
CITY: ST: PHONE: ( )
SPOUSE: ALIAS:
MOTHER: FATHER:
HOSP: LVISIT:

Initials: KAK PAGE 1 OF 1
PF3=PREV SCREEN PF6=CONTINUE NEW REG PF7=BACK PF8=FRWD CLEAR=MENU

Kathy Karr Test HACS CICS

File Edit Options Help

SUSPECTED DUPLICATES UNIVERSITY HOSP OF ARK BESDSP0 01/22/01 1517

CURRENT DATA: NAME: BASEFRONT, TEST I SSN: 466666666 DOB: 022454  
 ADDR: 102 S. MAIN SEX: F RACE: W AGE: 46  
 CITY: JACKSONVILLE ST: AR PHONE: ( 501 ) 982-8555

SEL

Score: 072 CPI: 010517885  
 1 OF 1 NAME: BASEFRONT, TEST I SSN: 466666666 DOB: 022454  
 ADDR: 301 S. ELM SEX: F RACE: W AGE: 46  
 CITY: LITTLE ROCK ST: AR PHONE: ( 501 ) 686-8455  
 SPOUSE: ALIAS:  
 MOTHER: FATHER:  
 HOSP: UHA LVISIT: 01/22/2001

Score: CPI:  
 NAME: SSN: DOB:  
 ADDR: SEX: RACE: AGE:  
 CITY: ST: PHONE: ( )  
 SPOUSE: ALIAS:  
 MOTHER: FATHER:  
 HOSP: LVISIT:

Initials: KAK PAGE 1 OF 1  
 PF3=PREV SCREEN PF6=CONTINUE NEW REG PF7=BACK PF8=FRWD CLEAR=MENU

R=07 C=002 Ready! K936

Start LINK Ac... Inbox - ... FW: MC... FW: Mc... Microsoft... Microsoft... Kathy ... 3:17 PM

SUSPECTED DUPLICATES UNIVERSITY HOSP OF ARK BESDSP0 01/22/01 1523

CURRENT DATA: NAME: BASEFRONT, TESTY SSN: 466666666 DOB: 022454
ADDR: 301 ELM ST SEX: F RACE: W AGE: 46
CITY: LITTLE ROCK ST: AR PHONE: ( 501 ) 666-5555

SEL

Score: 058 1 OF 2 CPI: 010517885
NAME: BASEFRONT, TEST I SSN: 466666666 DOB: 022454
ADDR: 301 S. ELM SEX: F RACE: W AGE: 46
CITY: LITTLE ROCK ST: AR PHONE: ( 501 ) 686-8455
SPOUSE: ALIAS:
MOTHER: FATHER:
HOSP: UHA LVISIT: 01/22/2001

Score: 048 2 OF 2 CPI: 010517893 Family member
NAME: BASEFRONT, TEST SSN: 466666666 DOB: 022445
ADDR: 301 S. ELM ST SEX: F RACE: W AGE: 55
CITY: LITTLE ROCK ST: AR PHONE: ( 501 ) 686-5555
SPOUSE: ALIAS:
MOTHER: FATHER: BASEFRONT, DAD
HOSP: UHA LVISIT: 01/22/2001

Initials: KAK PAGE 1 OF 1
PF3=PREV SCREEN PF6=CONTINUE NEW REG PF7=BACK PF8=FRWD CLEAR=MENU

# Choices on BaseFront screen

Continue new registration

OR

Attach new visit to existing patient  
record

**Patient Registration - Suspected Duplicates**

Current Data: Name : LARSEN, LEWIS      SSN : 408480800      DOB : 042252  
Address : 179 MARGO      Sex : M      Race : W      Age : 48  
City : POCAHONTAS      St : AR      Phone : (870) 892-4607

1 of 1

Select

Score : 089

Name : LARSEN, LEWIS E      SSN : 408480800      DOB : 042232  
Address : 179 MARGO LANE      Sex : M      Race : W      Age : 68  
City : POCAHONTAS      St : AR      Phone : (870) 892-4607  
CPI : 009019243      Spouse : LARSEN, MARY J      Alias :  
Mother :      Father :      Last Visit : 09/27/2000

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SUSPECTED DUPLICATES UNIVERSITY HOSP OF ARK BESDSP0 01/22/01 1523

CURRENT DATA: NAME: BASEFRONT, TESTY SSN: 466666666 DOB: 022454
ADDR: 301 ELM ST SEX: F RACE: W AGE: 46
CITY: LITTLE ROCK ST: AR PHONE: ( 501 ) 666-5555

SEL

x Score: 058 CPI: 010517885
1 OF 2 NAME: BASEFRONT, TEST I SSN: 466666666 DOB: 022454
ADDR: 301 S. ELM SEX: F RACE: W AGE: 46
CITY: LITTLE ROCK ST: AR PHONE: ( 501 ) 686-8455
SPOUSE: ALIAS:
MOTHER: FATHER:
HOSP: UHA LVISIT: 01/22/2001

Score: 048 CPI: 010517893 Family member
2 OF 2 NAME: BASEFRONT, TEST SSN: 466666666 DOB: 022445
ADDR: 301 S. ELM ST SEX: F RACE: W AGE: 55
CITY: LITTLE ROCK ST: AR PHONE: ( 501 ) 686-5555
SPOUSE: ALIAS:
MOTHER: FATHER: BASEFRONT, DAD
HOSP: UHA LVISIT: 01/22/2001

Initials: KAK PAGE 1 OF 1
PF3=PREV SCREEN PF6=CONTINUE NEW REG PF7=BACK PF8=FRWD CLEAR=MENU

# Updated information on return to registration process

- Existing CPI selected contains much of required information
- Information in existing CPI can be easily verified and updated if needed
- Missing or defaulted data overlaid with data from existing record

# **BASEfront**

- Audit report for all new CPIs generated
- Worked by RIS Team Weekly

**What 2 elements must we  
verify verbally upon  
scheduling and  
registration?**

**Full Name**

**DOB**

**What is the name of the  
software that detects  
duplicates?**

**BASEfront**

# What is your name search procedure?

- SSN
- CPI#
- Last Name with first 2 letters of first name
- Remember Maiden names, middle names and nicknames!

**Name 2 things we should  
NEVER enter into the  
patient name field**

Period

Hyphen

**What color in BASEfront indicates an exact match?**

**Green**

# Problems?

**Call the RIS Team 686-5102**