

You can help by checking the labels and patient details on any paperwork given to you. Ask a member of staff to check the paperwork if you notice that a label is incorrect or damaged.



Correct patient identification - you can help

Four ways you can help

1. Always wear your ID band.
2. Understand the need for staff to repeatedly ask you questions about your identity.
3. Check that the sticky label and patient details on any paperwork you receive are correct.
4. Speak up if you have any concerns about patient identification.

The Bay of Plenty District Health Board has an active commitment to the Treaty of Waitangi and the improvement of Māori health.

Tauranga Hospital 07 579 8000
Whakatāne Hospital 07 306 0999
www.bopdhb.govt.nz

BOPDHB Design & Print Dept - Oct 2015

Why is it important to wear an identification (ID) band when you are in hospital?

When you come into hospital as a patient it is vital staff can identify you and match you to the healthcare (care, medications or procedures) that is meant for you.



Sometimes we hear of patients who were not correctly identified and as a result were not correctly matched to the healthcare intended for them. Correct identification is a patient safety priority and you can help prevent errors.

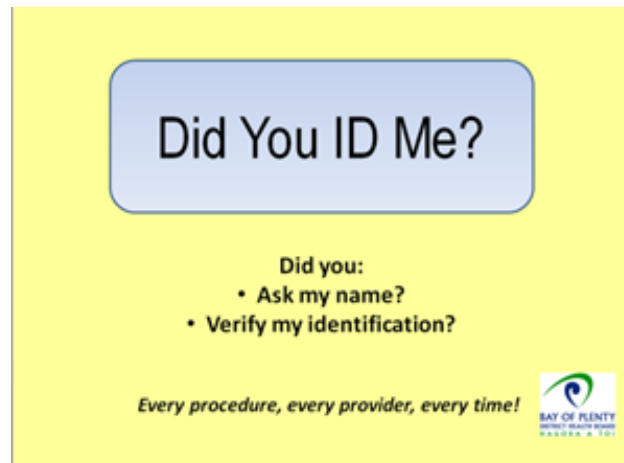
It is important you wear an ID band at all times. It provides essential information about you that staff need so they can identify you correctly.

A member of staff will put an ID band on you as soon as possible after you are admitted to the hospital. You should wear this throughout your stay.

If you do not have an ID band for whatever reason, at any time during your stay, please ask a member of staff for one. If your ID band feels uncomfortable, gets damaged, or falls off, please ask a staff member to replace it.

Why is it important for staff to correctly identify you many times?

It can sometimes be difficult to understand why you are asked to say your name and other details so many times during your hospital stay. This happens because staff are required to correctly identify you each and every time before providing any healthcare. It can seem repetitive and annoying to some people, however it is absolutely necessary to maintain your safety. It is safer for staff to ask you to tell them your name than it is for them to say, for example, "Is your name Mr John Smith?" That's because patients might not have heard what was said and mistakenly agree.



For the same reason, if you are going for a procedure, including an X-ray or scan, it is safer for staff to ask you "What are you having done today?" Staff will also need to correctly identify you when they are transferring you into the care of another person, team, ward or hospital.

Your understanding makes a big difference.



Check the patient ID label on any paperwork that you receive

Patient identification labels (also called 'sticky labels' or 'stickies') are labels that are printed out with information specific to you. Patient identification labels are kept in your health record and used on all sorts of paperwork such as pre-assessment forms, medicine prescriptions, blood request forms, discharge summaries, or letters to your GP.