Standard Work: Changing Patient Names

Last updated: 8/4/2023	Owner: HIM (Johnson/Frey)	Trigger: Patient with Incorrect Name or Name Needs Updating

	Work Performed by:	Major Step	Details	Importance
1	All UVA Health team members	Verify that patient name is correct If Inpatient, identify patients that are eligible for name change	Request identification verification of patient with full patient name — First, Last, Middle – use official identification such as driver's license, passport, etc. • Access Associate – scan official identification into Epic • All others – email to CL HIM DATA or fax to (434) 243-9245 Inpatients, including Trauma: • Have verified ID listing full name • Were admitted to an inpatient unit prior to midnight of the previous day • Blood bank has been called and verified no issues with current use of blood products • Are not in OR or other invasive procedure **Note** – Trauma and newborns do not require official identification for an initial name change, but any additional name changes would require official identification	Determination of accurate ID allows a patient to be registered with correct name

2	All UVA Health team members	When changes are ready to be made contact Health Information Management as follows:
		M-F 8am-5pm
		• Email "CL HIM DATA" or
		• Call 434-924-2276
		
		All Other Hours/Days
		• Call 434-924-5136
			Include the following data elements:
			• Current patient name, including trauma name if applicable
			• Correct patient name
			• MRN
			• DOB
			
			Note the following:
			• Name changes to the first, middle, and last name are processed 24/7/365 with the following exceptions, which are processed during normal business hours/days:
			  o Preferred names
			  o Middle name is missing or only contains the first initial of the middle name
				Assures name is changed to current legal name
				
				Name changes are completed with a target of 20 minutes or less from notification

			• HIM also verifies readiness to change w Blood Bank for Inpatients and Procedural Patients • Name changes may be delayed if charting is occurring during the modification event. HIM will contact the unit or requestor when the name is changed in these cases.	
3	UVA Health Care Team	Print updated labels and armband	Discard all old patient labels with incorrect name in PHI or RMW container	Avoids mixed ID data being used in patient care Once name changed in system all patient identifiers used in care must be in the actual patient name
4	UVA Health Care Team	Re-band patient with updated armband	Use the 2 person verification process to re-band the patient with the new armband Remove old armband & discard in PHI/RMW	Each patient must only have current armband in place to assure proper identification
5	UVA Health Care Team	Update patient real name in central monitor (if used on unit)	Matches w new name in Epic	Avoids mixed ID data being used in patient care
6	UVA Health Care Team	Inform LIPs, staff caring for patient & pt/family that name change has occurred		Assures all are aware of this important data point change
7	LIP	Place new order for Type and Hold if transfusion is planned for patient	Inform Blood Bank that name change in progress and that new specimen is being drawn	Assures coordination of blood product preparation under correct patient identifier so all identifiers match
8	RN/Phlebotomist	Draw blood for specimen	Label tube w new labels w patient name, affix to new Typenex band and remove old one	