

# Baylor's Standardized Name-Entry Policy

## **SCOPE:**

The scope of this policy is to define requirements for capturing and appropriately identifying patients within Baylor Health Care System.

## **PURPOSE:**

This policy establishes BHCS' position on properly identifying patients within the system and outlines the guidelines for determining what will be considered the patient's name.

## **POLICY STATEMENT:**

It is the policy of BHCS that Access Services staff and other staff responsible for the registration/admission of patients will appropriately identify and capture complete information of patients. Obtaining the name as defined in this policy will help staff properly identify patients within the multiple ADT Systems, EMPI, and PATCOM.

The name for a minor child will be the name appearing on the state-issued birth certificate or Social Security card. Staff will ask the parent to state the patient's given name or the name as it appears on the state-issued birth certificate.

The name for an adult will be the name appearing on the current and valid state-issued driver's license or other state or Federal-issued ID card that is provided as proof of identity. A card issued by the U.S. Citizen & Immigration Services, State-Issued Identification Card or Passport ID form must include a picture.

If the current and valid state-issued driver's license or other state or Federal-issued ID card reflects only the middle initial of the person, staff will ask for the middle name and update the ADT System.

If the current and valid state-issued driver's license or other state or Federal-issued ID card does not reflect a generation name, but the patient states they are a Jr., Sr. etc, the generation should be included in the appropriate name field of the ADT system.

If the current and valid state-issued driver's license or other state or Federal-issued ID card reflects a hyphenated last name, the last name will be listed in the last name field of the ADT system without hyphenation or space.

Patients who present without a valid state-issued driver's license, other state or Federal-issued ID, U.S. Citizen & Immigration Services, or Passport ID will be asked for another form of picture ID. Staff will ask the patient and/or representative for the patient's name as it appears on their driver license, birth certificate or Social Security card if these cards are not available.

## **RESPONSIBILITIES:**

Mary Best - BHCS Director of Access Services

Access Directors/Managers

Clinical Department Directors/Managers with registration over site

## **DEFINITIONS:**

*Patient Name.* The name of the individual seeking medical attention.

*Insured Name.* The name of the policy holder.

*Guarantor Name.* An individual or entity that is financially responsible for the patient account.

## **PROCEDURES:**

Copying Photo ID and Insurance Card

## **REFERENCES:**

None

## **AUDIT REQUIREMENTS:**

Frequency of Audit: Registration Accuracy Audit

Party Responsible for Audit: Director of Access Services or designee

Documentation Requirements: Audit Summary

Audit Results Communication:

Audit Action Steps: Access Directors should be communicating inaccurate entries to the employee and providing the employee with additional training on the importance and how to key the legal name of the patient.