

Primary Care Directorate
GP Support Unit
PATIENT IDENTIFICATION CHECK

Document Control

| | |
|----------------------------|---|
| Version number : | 1.0 |
| Consultation Groups: | GP Support Unit Clinical Governance |
| Approved by: | Quality Assurance Group |
| Name of originator/author: | Dr Delroze Miah, GPSU Clinical Director |
| Senior Reviewer: | |
| Implementation Date : | June 2023 |
| Last Review Date | June 2023 |
| Next Review date: | June 2026 |

Contents

| | |
|------------------------|---|
| Document Control | 1 |
| Obligations | 2 |
| Process | 2 |

Obligations

Under the Data Protection Act, companies and organisations are obliged to take reasonable steps to confirm the identity of a telephone caller before proceeding with a call relating to a personal account or information. They must have safeguards in place to prevent people calling in under a false pretence of acting on behalf of the customer. Companies also have an obligation to their customers to make sure their personal information is handled properly. Security questions build trust, as customers are reassured that suitable precautions are being taken.

Process

1. IS THE CALLER THE PATIENT?
2. IF YES, GO TO POINT 5
3. IF NO, CONFIRM PROXY CONSENT (SEE CRITERIA BELOW)
4. IF NO PROXY CONSENT, ADVICE WE NEED TO SPEAK TO THE PATIENT
5. ASK FOR CALLERS DATE OF BIRTH: search patient on SystemOne
6. ASK FOR PATIENT NAME: confirm patient.
7. ASK FOR PATIENT'S ADDRESS: when similar DoB and names are present.

PROXY CONSENT*

- Child age between 0-11years: parents have automatic consent.
- Child age 12years or older: obtain child's consent unless capacity questioned.
- Is there a Lasting Power of Attorney for Health and Welfare?
- If none of above and in best interest of patient: refer to clinician.

*see "Parental Proxy Requests for Access to Medical Records-Children".