

HACKETTSTOWN REGIONAL MEDICAL CENTER
Administration Policy and Procedure

SECTION: ADMINISTRATION

Number: AD087

Page 1 of 2

Issue Date: March 2008

Revised/Revised Date:

TITLE: PATIENT NAME CHANGE PROCESSING & NOTIFICATION

POLICY:

Centralize control of all patient name changes and notify all pertinent personnel in a timely manner when they do occur.

PROCEDURE:

If a patient name needs to be changed to the formal, legal name of the patient and your department is not providing registration services, please contact the appropriate Registration personnel based on the time of the name change as follows:

- Monday through Friday from 08:00 to 20:00 - West Wing Registration.
- Anytime besides Monday thru Friday from 08:00 to 20:00 - ER Registration.

West Wing Registration or ER Registration and any other department providing registration services (i.e., Counseling & Addiction Center, Wound Healing Center, Cancer Center, Therapy Center, etc.) will be required to perform the following tasks:

1. Enter the corrected name of the patient into the Hospital Information System.
2. Email a description of the patient name change for any Inpatient, ER patient, SDS patient, Recurring/Series patient or Outpatient, whether they are within a visit or not, to an email group called the HRMC CLINICAL ALERT team that will be maintained by IS.
3. Call an appropriate person or appropriate voicemail box at the physician's office of each of the physicians that are associated with the patient on the Hospital Information System (ie: Admitting, Attending, Consulting, PCP, Other, etc...) for any patient that has had their name changed to notify that physician's office of the change.
4. Create a new face sheet, embossed plate, bracelet and yellow cards for any Inpatient, ER patient or SDS patient physically within a visit or a new embossed plate for any appropriate Recurring/Series patient physically within a visit and bring them to the patient location, assuring that the old information is properly shredded.
5. Call the Nursing area of any Inpatient, ER patient, SDS patient or appropriate Recurring/Series patient physically within a visit to notify them of the change as well as the Pharmacy.

AD087 – PATIENT NAME CHANGE PROCESSING & NOTIFICATION

Page 2 of 2

Issue Date: March 2008

6. Send a fax to Pharmacy, if the time of the name change is between 21:00 and 07:00, for any Inpatient, ER patient, SDS patient or appropriate Recurring/Series patient physically within a visit to notify them of the change.
 - In parallel, IS will add or delete HRMC CLINICAL ALERT team members as directed by the manager of each area. The HRMC CLINICAL ALERT team includes, but, is not limited to members that are determined by the managers of the Cancer Center, Cardiology/ Pulmonary, Diagnostic Imaging(Radiology), Information Systems/Registration/ Switchboard, Laboratory, Nursing 3N/3S, Nursing/Clinical Operations, Nursing/Critical Care, Nursing/Emergency Room, Nursing/OB, Nursing/Patient Care Services, Nursing Resources, Patient Business, Patient Care Review, Patient Relations, Pharmacy, Sleep Lab, Surgical Services, Therapy Center and Wound Healing Center.