We recognise that healthcare will always involve risks but that these risks can be reduced by analysing and tackling the root causes of patient safety incidents.

We are working with NHS staff and organisations to promote an open and fair culture, and to encourage staff to inform their local organisations and the NPSA when things have gone wrong. In this way, we can build a better picture of the patient safety issues that need to be addressed.
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Guidelines outlined here. The card must be produced in line with the
transfusion-dependent patients that meet the criteria
photo identification (ID) card. The card can be given to
transfusions should be given the option to carry a
day ward or day unit on a regular basis for blood
The guidance also suggests that patients who attend
their care.
details that correctly identify them and match them to
acute settings should wear wristbands with accurate
guidance recommends that all hospital inpatients in
Recent National Patient Safety Agency (NPSA)
means.
that patients are correctly identified using appropriate
intended for another patient. If it is therefore imperative
serious morbidity comes from receiving blood
in terms of blood transfusion, the greatest risk of death
ways of improving patient safety in the NHS.
that mismatch patients to their care is one of the key
Reducing and, where possible, eliminating the errors
Introduction
Inclusion criteria
Transfusion-dependent patients who meet the following criteria should be offered a photo ID card:

- they have regular blood transfusions, at least once every three months;
- they, their parent or their carer have given consent for a photo ID card to be issued;
- they, their parent or their carer understand how the photo ID card will be used.

Review
Patients who have been issued with a photo ID card should be reviewed at appropriate intervals. If a transfusion need arises subsequent to a photo ID card being issued, standard trust policy on blood sampling and administration should be followed.

Inclusion criteria
Transfusion-dependent patients who meet the following criteria should be offered a photoidentification card:

- they have regular blood transfusions, at least once every three months;
- they, their parent or their carer have given consent for a photo ID card to be issued;
- they, their parent or their carer understand how the photo ID card will be used.

Guidance for staff

Producing and issuing photo ID cards

Before the photo ID card is issued the patient, their parent or their carer must:

- meet the inclusion criteria;
- be given written information about the photo ID card;
- have any questions about the photo ID card answered;
- understand how the photo ID card will be used;
- agree to use the photo ID card;
- agree to the photo ID card being issued;
- be given written information about the photo ID card;
- agree to this form of identification;
- agree to the photo on the card not being retained by the trust and will be securely deleted.

The card's background colour should be in a different colour to that of staff identity cards.

Below is a suggested format in the actual size, although formalogy vary slightly from trust to trust.

The card should be issued in a holder with either a clip or necklace (or both). The photo ID card should be of durable quality for repeated use and placed in a holder.

Format, design and material

- Name of hospital:
- Hospital number:
- Surname:
- First name:
- Date of birth:
- Male/female:
- First line of address (if a trust requirement):

Patient Identification Card

Passport-size photo

Guidance for staff

Producing and issuing photo ID cards

Before the photo ID card is issued the patient, their parent or their carer must:

- meet the inclusion criteria;
- be given written information about the photo ID card;
- have any questions about the photo ID card answered;
- understand how the photo ID card will be used;
- agree to use the photo ID card;
- agree to the photo ID card being issued;
- agree to the photo on the card not being retained by the trust and will be securely deleted.

The card's background colour should be in a different colour to that of staff identity cards.

Below is a suggested format in the actual size, although format may vary slightly from trust to trust depending on local requirements.
Photo identification for blood transfusions

Guidance for staff

National Patient Safety Agency

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Producing the photo ID card

Before the photo ID card is produced, it must be ensured that the patient's details are correct using a reliable source such as clinical notes.

1. Take a passport-size photo using the ID equipment, check for a good likeness and make sure the patient is happy with the photograph.

2. Put the patient's details on the card:
   - hospital number;
   - name;
   - date of birth;
   - hospital number;

3. Re-check the details against at least two independent and reliable sources such as:
   - the patient's clinical notes;
   - the Blood Transfusion Laboratory computer system;
   - the hospital's patient administration system.

It should be remembered that the card will be checked against the patient demographics held by the Blood Transfusion Laboratory and, if the details do not exactly match, it could result in a significant delay to any subsequent blood transfusion.

Before handing the card to the patient, check they understand that they must:

- bring the photo ID card to routine blood sampling;
- bring the photo ID card to routine blood transfusions;
- wear the photo ID card at all times when attending their appointment;
- not carry the photo ID card in their bag;
- not leave the photo ID card unattended;

Patients' details should be stored in a consistent manner such as in a Microsoft Word document using a reliable source such as clinical notes.

The photo ID card must be produced at the same time as the patient's photograph.

Producing the photo ID card
Guidance for staff

Photo identification for blood transfusions

5  Record in a central register that a photo ID card has been issued. For example:

<table>
<thead>
<tr>
<th>Name</th>
<th>Hospital number</th>
<th>Information given and consent</th>
<th>Card made by</th>
<th>Card given, name and date of birth are correct and photo is a good likeness</th>
<th>Date received</th>
</tr>
</thead>
</table>

6  Ask the patient, their parent or their carer to indicate on the form that they have confirmed that their name and date of birth are correct, and that the card has been handed to them. Please note they are only signing to say that they have checked and received a photo ID card, not that they will use it.

7  Reassure the patient, their parent or their carer that the photograph has been, or will be, deleted from all records. If the card has been forgotten or lost, revert to standard trust policy.

Using the photo ID cards

The patient must wear the photo ID card at all times whilst on the day ward or unit. If the patient is no longer able to verify the information on the card, or it is incorrect:

- Ask the patient, their parent or their carer if the photograph is a fair likeness of the patient. If this is not the case, a new photograph must be arranged before the next transfusion. For this transfusion only, all other details are correct, the card may still be used instead of a wristband.

- Making sure that the photograph is a fair likeness of the patient. If this is not the case, a new photograph must be arranged before the next transfusion. For this transfusion only, all other details are correct, the card may still be used instead of a wristband.

- Verifying patient's identity should be verified by:

  - Checking that the hospital number is correct;
  - Looking at the photo ID card to make sure that what the patient says is the same as what is on the photo ID card;
  - Asking the patient, their parent or their carer to state their surname, first name and date of birth;
  - Checking that the hospital number of their card is the same as the hospital number on the day ward or unit.

The patient's identity should be verified by:

- Asking the patient, their parent or their carer to state their surname, first name and date of birth;
- Checking that the hospital number of their card is the same as the hospital number on the day ward or unit.

If the patient is no longer able to verify the information on the card, or it is incorrect, revert to standard trust policy.

The patient must wear the photo ID card at all times whilst on the day ward or unit.
Photo identification for blood transfusions

Guidance for staff

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Checking patients’ identification before administering blood and blood components

All patients receiving blood and blood components must be identified using the following methods:

1. Photographic identification cards
2. Wristbands

The patient’s identification details must be recorded on all the following documents:

- the patient’s medical notes;
- the prescription chart;
- the compatibility label attached to the blood bag;
- the blood transfusion compatibility report form (if applicable);
- the patient’s photo ID card (the photograph alone MUST NOT be used).

Discharge from the day ward or unit

If the patient’s identification details do not match those on blood or blood components

The administration of the blood should not be commenced. The patient’s photo ID card should be retained until the patient has left the unit.

Discharge from the day ward or unit

When the transfusion episode is complete, the patient should be discharged from the ward or unit and they should take their photo ID card with them. They should be reminded to bring it with them on their next visit or when attending for a sample to be taken.

Guidance for staff

Photo identification for blood transfusions

Checking patients’ identification before administering blood and blood components

All patients receiving blood and blood components must be identified using a

The administration of the blood should then be carried out in the usual way ensuring that the blood group is compatible with that of the patient, any special requirements are met (e.g. gamma irradiation, CMV seronegative), the expiry date of the unit has not passed and that all paperwork has been completed.

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Photo identification for blood transfusions

**Guidance for staff**

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Flow chart

- **Yes**
- **No**

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Photo identification (ID) cards are a method of checking patients’ identity and can be used to store details such as allergies, blood type, etc. They are used to replace the requirement for a wristband.

1. **Does the patient meet the inclusion criteria?**
   - Yes
   - No

   If the patient meets the inclusion criteria, continue with the process.

2. **Invite the patient to participate in the photo ID system and discuss it with them.**
   - Does the patient agree to participate?
     - Yes
     - No

   If the patient agrees, proceed to the next step.

3. **Produce a photo ID card and give it to the patient to keep.**
   - Are the details on the patient’s photo ID card the same as the details on the blood to be transfused?
     - Yes
     - No

   If the details are the same, proceed. If not, follow the trust’s existing policy on blood sampling and administration.

4. **Does the patient agree to participate?**
   - Yes
   - No

   If the patient agrees, proceed. If not, follow the trust’s existing policy on blood sampling and administration.

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Inclusion criteria:

- Transfusion-dependent patients can be offered a photo ID card if:
  - they have regular blood transfusions (at least once every three months);
  - they (or their parent or carer) have given their consent for a photo ID to be issued;
  - they (or their parent or carer) have given their consent to their photo ID card being retained by the patient.

Patients who have been issued with a photo ID card should be regularly checked to ensure the photo is a good likeness and that the inclusion criteria are still met.

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Guidance for staff

Photo identification for blood transfusions