How to correct a patient's identifier and separate medical record information when a patient has been admitted with another patient's UH#

Scenario: Overlay- when a patient is admitted with another patient's unit history number resulting in the need to separate medical record information.

Step	Responsible Party	Steps
1	User who discovers error	Email (HIMRegistrationAssistance@utmb.edu) & call HIM (x21744) with a brief explanation of the scenario. Notify person to whom user reports (his/her supervisor) & Nurse Manager/Clinical Operations Administrator with (both) source and target patient UH numbers, names, encounter date, account number, and a brief explanation of the scenario.
2	HIM	HIM emails and calls Nurse Manager/Clinical Operations Administrator to ensure they are knowledgeable of the situation, and to inform them if they are not.
3	HIM	HIM adds FYI Flag in Epic and a comment in Invision PIDX.
4		HIM emails & calls Blood Bank for approval to proceed - If request is denied, Nurse Manager/Clinical Operations Administrator makes the final decision.
5		HIM & Nurse Manager/Clinical Operations Administrator identify physician & nurse responsible for completion of procedures.
6		HIM identifies the Epic & Invision data on source patient that needs to be moved to the target patient.
7		HIM emails patient info from #6 to email group & notifies group that HIM & IS are ready to begin relocate process.
8		Once Clinicians agree to begin, HIM notifies email group.
9	Provider	Provider discontinues all orders.
10		Provider prints reports/documents as needed for patient care and documentation during a time when Epic cannot be used. Note: documentation in the patient's Epic EMR cannot occur during the relocate process.
11	Nurse Manager	Nurse Manager notifies all unit personnel of initiation of the relocate process.
12		Nurse Manager notifies HIM that electronic medical record is inaccessible & HIM/IS can begin account relocation.
13	HIM	Relocates account in Invision.
14	IS	Relocates account in Epic.
15		Epicare inpatient analyst reviews chart for accuracy of the move.
16		IS notifies HIM when move is complete.
17	HIM	HIM notifies email group that move is complete.
18	Ancillary & Billing	Update systems and follow internal procedures.
19	Nurse Manager	Reprints armband, labels, lab requests, and other materials with the target patient's UH number and correct spelling of name.
20	Providers	Enter applicable orders.
21	Providers/Nurse Manager/Ancillaries	Monitor any orders that were in process to make sure the results make it to the target patient. Clinicians may have to call ancillary departments for some results.
22	Providers/Nurse Manager	Review all information on BOTH patient records for data accuracy.
23		Clinicians will correct allergies, history, problem lists, etc. for any items that could not be moved by HIM & IS.

Definitions: **Source Patient**- Patient UH# that was incorrectly registered
Target Patient - Correct UH# for the patient.