How to correct a patient's identifier and separate medical record information when a patient has been registered/admitted with another patient's MRN

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

Step	Responsible Party	Steps
1	User who discovers error	Email HIMRegistrationAssistance@utmb.edu and call HIM 409-772-1744, with the requested to change the information and a brief explanation of the scenario, including both source and target patient MRNs, names, encounter date, account number, and a brief explanation of the scenario.
2	HIM	HIM emails and calls Nurse Manager/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
4		HIM emails & calls Blood Bank for approval to proceed - If request is denied, Nurse Manage/Administrator makes the final decision.
5	Nurse Manager	Nurse Manager identifies physician & nurse responsible for completion of procedures.
6	HIM	HIM notifies Nurse Manger to proceed in discharging the source patient. MRN.
7		HIM notifies the Admitting/ED to admit the target patient.
8	Provider	Provider discontinues all orders on source patient
9	Nurse Manager	Nurse Manager will discharge the source patient and admit the target patient.
10	HIM	HIM notifies email group that target patient has been registered to the correct MRN.
11	Ancillary & Billing	Update systems and follow internal procedures.
12	Nurse Manager	Reprint armband, labels, paper lab requests, and other material with the target patient's MRN
13	Providers	Enter orders if applicable
14	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.
15	Providers/Nurse Manager	Review all information on BOTH patient records for data accuracy.
16		Clinicians will correct allergies, history, problem lists, etc. Both patients' records will need to be reference until records are amended.
17	HIM	HIM will continue amending patients records after discharged via Epic Contact Move function. Validate both source and target patients identifiers are update to reflect the correct information.

Definitions: Source Patient - Patient MRN that was incorrectly registered
                Target Patient - Correct MRN for the patient.