



University of Connecticut Health Center

POLICY NUMBER 2005-14

November 15, 2005

POLICY: PHOTO IDENTIFICATION OF PATIENTS

PURPOSE:

To prevent fraudulent access to health care and to protect the identity of patients at the University of Connecticut Health Center (UCHC)

POLICY STATEMENT:

Patients who are seen at any medical or dental facility of the UCHC will be asked to produce one form of photo identification issued by a local, state or federal government agency (e.g.: passport/driver license/military ID), or two forms of non-photo identification, one of which must have been issued by a state or federal agency (e.g.: U.S. Social Security card and a utility bill, company or school identification badge).*

Note: an employer or school-issued ID is not acceptable on its own.

SCOPE:

All staff involved in registering patients for treatment at the UCHC.

PROCEDURE:

When a patient checks into any UCHC clinical facility for a first visit:

1. Request that they produce one of the forms of identification listed in the policy statement. Make a photocopy or scan photo into the record and return the original to the patient.
2. When a patient is under 18 and does not have identification or if a patient is unable due to their condition to produce identification, a responsible parent, guardian or spouse may be asked to produce identification as the person financially responsible.
3. *Consistent with good patient care, patients in the Emergency Department will have their identification verified by the means outlined above.*
4. If patients are reluctant to produce identification, remind them that this is the same process used to cash a check, make a large credit card purchase or board a plane.
5. No one will be refused care because they do not, at that moment, have acceptable identification with them. Outpatients will be asked to bring appropriate documents to

their next office visit. We will make every reasonable effort to accommodate that rare occasion when a patient cannot produce acceptable documents.

6. Consult with your supervisor when you are unable to obtain an acceptable form of identification.
7. On subsequent visits, access the photocopy or the electronic copy to verify that the patient is indeed legitimate.
8. If you suspect fraudulent activity, consult with your supervisor who will contact the police department if your suspicions are sustained.

* Taken from the standard adopted by the Transportation Security Agency for airline passengers.

Steven Strongwater, M.D. (signed)

11/17/05

Associate Dean for Clinical Affairs

Date

Peter Deckers, M.D. (signed)

11/17/05

Executive Vice President for Health Affairs

Date

REPLACES: New Policy