



TITLE

INDIVIDUAL IDENTIFICATION AND FACILITY ACCESS

SCOPE

Provincial: Residential Addiction Treatment and Detoxification Programs

DOCUMENT #

AMH-08-02

APPROVAL AUTHORITY

Vice President, Provincial Clinical Excellence

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SPONSOR

Senior Medical Director, Provincial Addiction and Mental Health

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Not applicable

PARENT DOCUMENT TITLE, TYPE, AND NUMBER

Residential Addiction Treatment and Detoxification Programs Policy (#AMH-08)

SCHEDULED REVIEW DATE

August 19, 2024

NOTE: The first appearance of terms in bold in the body of this document (except titles) are defined terms – please refer to the Definitions section.

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OBJECTIVES

- To provide staff working in Alberta Health Services (AHS) Residential Addiction Treatment and Detoxification programs (including addiction treatment day programs offered in these shared settings) with direction regarding the use of identification by all persons (e.g., **patients, families, health care providers**, visitors, volunteers, contractors, students) accessing the facility.
- To assist health care providers with monitoring and controlling access to the Residential Addiction Treatment and Detoxification facility.

APPLICABILITY

Compliance with this document is required by all Alberta Health Services employees, members of the medical and midwifery staffs, students, volunteers, and other persons acting on behalf of Alberta Health Services (including contracted service providers as necessary).

ELEMENTS

1. Patient Identification and Access

- 1.1 Upon admission, a patient's identity shall be verified by the health care provider, using two (2) patient identifiers per the AHS *Patient Identification Policy*. Once the patient's identity has been verified, facility processes shall be followed for

subsequent patient identification purposes (i.e., wristbands, tags, nametags, photographs).

- a) If a facility uses a patient photograph for identification purposes, the Manager or their delegate shall ensure that all photographs are destroyed upon patient discharge.
- 1.2 If the patient does not have two (2) patient identifiers, health care providers shall confirm the patient's identity upon admission on the basis of best available evidence.
 - a) Health care providers may describe the AHS Identification Program to the patient and provide them with the program's brochure so that they may access the service when back in the community. (Contact the AHS ID program at AHSIDProgram@ahs.ca, as appropriate).
 - 1.3 A health care provider shall provide instructions to patients on the sign in/out system. All patients shall sign in and out per facility process. In case of an emergency, the sign in/out sheet shall be used to identify who is in the building.

2. Staff, Volunteer, and Physician Identification

- 2.1 All AHS staff, volunteers and Physicians within the facility shall wear their AHS identification tag/badge. The identification tag/badge must be visible at all times.
 - a) Students may use appropriate student picture identification (e.g., educational institution identification or another valid picture identification) instead of an AHS identification tag/badge if they are under supervision or escorted by an AHS employee.

3. Visitor Identification and Access

- 3.1 In order to support patient participation in the program and promote family involvement, visits shall only occur during visiting hours unless special considerations are approved by a health care provider as per the AHS *Family Presence: Designated Family / Support Person and Visitor Access Policy* and *AHS Managing Limits to Designated Family / Support Person and Visitor Access Procedure*.
- 3.2 Prior to visitations, health care providers shall ask patients to inform them of any visitors planning to come to the facility.
- 3.3 Health care providers shall inform visitors of the facility's rules and that visits shall only take place in designated visiting areas.
- 3.4 Visitors are expected to report to main reception upon arrival to the facility and shall be informed of the program's policy and rationale for storage and/or inspection of visitors' belongings.

- a) Health care providers shall ask visitors to store their bags in the designated area. If a visitor wishes to keep a bag or purse with them, a health care provider shall ask to visually inspect the contents of the bag.
 - (i) If the visitor requests a personal item for the visit (e.g., notebook), a health care provider shall assess the item for safe use in the facility.
 - b) All items not permitted during visitation shall be stored in the designated area and returned to the visitor when the visitor leaves.
 - c) If the visitor refuses the above options, a health care provider may deny visitation.
- 3.5 Health care providers shall request that visitors sign in/out, and provide them with a valid visitor identification tag.
- 3.6 Only visitors who have signed in shall be permitted to enter the facility.

4. Community Access

- 4.1 Addiction and Mental Health allows community groups (e.g., Alcoholics Anonymous) to hold meetings at Residential Addiction Treatment and Detoxification facilities.
- 4.2 If a facility does not have a meeting space that includes a toilet facility with separate access from the patient's area:
- a) health care providers shall require that members of community groups sign in/out; and
 - b) storage of belongings and/or inspection shall be done in accordance with Section 3.4 above.

DEFINITIONS

Family(-ies) means one or more individuals identified by the patient as an important support, and who the patient wishes to be included in any encounters with the health care system, including, but not limited to, family members, legal guardians, friends and informal caregivers.

Health care provider means any person who provides goods or services to a patient, inclusive of health care professionals, staff, students, volunteers and other persons acting on behalf of or in conjunction with Alberta Health Services.

Patient means all persons, inclusive of residents and clients, who receive or have requested health care or services from Alberta Health Services and its health care providers. Patient also means, where applicable:

- a) a co-decision-maker with the person; or
- b) an alternate decision-maker on behalf of the person.

REFERENCES

- Alberta Health Services Governance Documents:
 - *Family Presence: Designated Family / Support Person and Visitor Access Policy* (#HCS-199)
 - *Managing Limits to Designated Family / Support Person and Visitor Access Procedure* (#HCS-199-02)
 - *Patient Identification Policy* (#PS-06)
 - *Residential Addiction Treatment and Detoxification Programs Policy* (#AMH-08)

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