

ALLE-KISKI MEDICAL CENTER  
INTERDISCIPLINARY STANDARDS

**SECTION II:** ORGANIZATIONAL FUNCTIONS  
MANAGEMENT OF ENVIRONMENT  
OF CARE

**POLICY NO:** 700.430  
**ISSUED:** 08/03/95  
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Page 1 of 5

**SUBJECT:** IDENTIFICATION OF VISITORS, PATIENTS, EMPLOYEES, VENDORS,  
SALESPERSONS, REPAIR AND SERVICE PERSONNEL, STUDENTS,  
VOLUNTEERS, AND AUDITORS/REVIEWERS

**I. PURPOSE:** To establish a procedure to insure unauthorized personnel or personnel falsely representing themselves or anyone attempting to gain information from Hospital personnel are properly identified.

Example: Any suspicious activity, presentation of false credentials to gain entry into the hospital and/or potential threat to medical facility.

**II. SCOPE:** This procedure applies to all departments and nursing units.

**III. PROCEDURE:**

A. Employees

1. All employees are required to conspicuously wear the photo identification badge, (picture facing forward) at all times while on duty.
2. A detailed policy on "Employee Identification Badges", may be found on page 41 in the Personnel Policy and Procedure Manual.

B. Visitors Passes

This procedure applies to all AKMC visitors, family members and friends of Emergency Department patients that remain in the facility, or who may be called into the facility, after normal visiting hours between the hours of 9:00 p.m. to 5:30 a.m.

IDENTIFICATION OF VISITORS, PATIENTS, EMPLOYEES,  
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**POLICY NO:** 700.430  
Page 2 of 5

1. Any visitor remaining on a nursing unit after 9:00 p.m. will be issued a green visitor identification badge.
2. The charge nurse, from the unit where the visitor will be staying over, will be responsible for completing the required information on the badge and giving the badge to the visitor with instructions on its use.
3. Any family member or friend that accompanies any Emergency Department patient between the hours of 9:00 p.m. and 5:30 a.m. will be issued an "ED" visitor badge by the Security Officer stationed at the Emergency Department.
4. Visitor badges will only be valid on the day of issue. A new badge will have to be issued for anyone staying over more than one day.
5. Visitors or family members called into the facility after 9:00 p.m. will be issued a badge, after verification, by the Security Officer stationed at the Emergency Department.
6. Blank visitor badges are to be secured/locked in a safe place which is not accessible to the general public.

C. Patients

1. All patients in the facility will be identified as described in the Interdisciplinary Standard Manual, Policy No. 401.070.

D. Vendors

1. All vendors and sales representatives are required to register at the appropriate departments; Materials Management, Engineering, Food and Nutrition Services, O.R. Control Desk, and Hospital Information Systems, by signing the Visitor Registration Log prior to visiting any hospital department. An identification badge will be issued at this time. Hospital personnel are not permitted to see any vendors or sales representatives who do not have the hospital identification badge in his/her possession. Any vendor or sales representative found visiting a department without having appropriately registered, will be politely instructed by the Security Department to do so. Any vendor or sales representative that refuses to register will be escorted out of the hospital by a Security Officer.

E. Service and Repair Personnel

1. All service and repair personnel are required to register at the appropriate departments; Materials Management, Engineering, Food and Nutrition Services, O.R. Control Desk, and Hospital Information Systems by signing the Visitor Registration Log prior to visiting any department. An identification badge will be issued at that time.
2. Departments having service or repair personnel coming in after normal business hours are required to convey this information to the Security Department, and have the service or repair person check-in at the Security Office to receive an identification badge before going to any department.
3. No service or repair personnel will be permitted to enter or do any type of work without having registered at the appropriate department.
4. Any service or repair personnel found without an identification badge will be directed to the appropriate department to register by Security Department personnel.

5. Any service or repair personnel that refuses to register will be escorted out of the hospital by a Security Officer.

F. Pharmaceutical Representatives

1. All Pharmaceutical Representatives will be required to abide by the Pharmacy Policy # 29.2, which addresses Pharmaceutical Representatives in the hospital.
2. Any problems that are encountered with these representatives are to be brought to the attention of the Pharmacy Director.

G. Auditors and Reviewers:

1. All outside Auditors/Reviewers are required to abide by the same policy (i.e., Department of Health and JCAHO) and Interdisciplinary Policy # 900.050 (Outside Reviewers). Be suspicious when these representatives behave in a manner inconsistent with legitimate inspection professionals.

H. Visitors to Construction/Renovation Areas

1. All visitors to a construction site or any hospital area under renovation, are required to register at the Engineering Office, sign the Visitor Registration Log, and be issued a identification badge before proceeding to any area in the facility.

I. Volunteers

1. All new Volunteers will receive a name badge from the Volunteer Services Department, and are required to wear the name badge at all times while volunteering in the hospital.

J. Students

1. All Students are required to wear an identification badge at all times while in the hospital.

2. The Dept. Manager to whom the student is assigned will be responsible for ensuring that each student is properly identified by wearing their school issued identification badge or a hospital identification badge issued by the Human Resources Department.
- K. In those instances where credentials are in question, the following options may be considered. Some instances may depend on the day of week, time of day, department, etc.
- Ask the person for a second photo ID for comparison.
  - Call company/agency for verifications.
  - Call the area expecting the representative and have them come and receive the person.
  - Try to make photo copy of ID.
  - Try to make notice of details about the person's appearance.
  - Do not accept any credit card as an ID.
  - Hold ID card while verifying.
  - Examine signature - is it scribbled, legible, etc.
- L. If there is any suspicion, notify Security immediately. Security may notify policy. Secondly, notify administrator-on-call of any suspicion of identification.