

College of Pharmacists of British Columbia



Client Identification Verification



Client Identification Verification

Pharmacy Operations and Drug Scheduling Act (PODSA) Bylaws require that the identity of the client is confirmed before providing pharmacy services.

As a pharmacy professional practising in the community, it is your duty and responsibility to make sure the **right person** gets the **right dose** of the **right drug** at the **right time**.

The *very first step* in providing pharmacy care is to positively identify the client—be sure you have the **right person**. Without correctly identifying the client, the rest of the steps in client care and client safety can be compromised.

For NEW clients:

Unless you personally know the client, you must **ask** for identification to create a client profile at your pharmacy. Positive identification is best achieved by viewing one piece of primary ID or two pieces of secondary ID.

Primary Identification

- BC Services Card
- Driver's License
- Passport
- Provincial Identity Card issued by the Province of BC
- Police Identity Card issued by RCMP or Municipality
- Certificate of Indian Status Card
- Permanent Resident Card issued by the Government of Canada

Secondary Identification

- Care Card issued by the Province of B.C.
- Birth Certificate
- Canadian Citizenship Card
- Record of Landing of Permanent Residency
- Work/Visitor/Study Permit issued by the Government of Canada
- Naturalization Certificate
- Marriage Certificate
- Change of Name Certificate
- Identification or Discharge Certificate from External Affairs Canada or Canadian Armed Forces
- Consular Identity Card

Note: Primary ID contains photo identification. BC Services Cards are acceptable as primary ID, but Care Cards are only acceptable as secondary ID.

View the piece(s) of ID to verify the client. For best practices, document that identification has been verified. It is not necessary to photocopy the ID or write down document numbers (eg. Driver's License number) as proof of verification.

For RETURNING clients:

Before providing client-specific pharmacy services, make sure you take reasonable steps to confirm the ID of the client.

If you are unfamiliar with the client, you should still ask for client identification.

If you are familiar with the client from a previous encounter, you can still take extra steps to verify identity. Ask for their date of birth, address or phone number to confirm their identity.

Ask open-ended questions, where the client is required to give you the information. Avoid close-ended questions where the client can simply answer with a yes or no. Sometimes, clients

may just say “yes” to agree with you because they didn’t hear or understand the question. Also, by asking close-ended questions, you may be inadvertently divulging personally identifiable information.

The identity of the client or other healthcare provider must be confirmed before providing pharmacy services including but not limited to:

- Establishing a client record
- Updating a client’s clinical information
- Providing a printout of a client record (either through a PharmaNet mail out or in-pharmacy records)
- Viewing a client record
- Answering questions regarding the existence and content of a client record
- Correcting information on a client record
- Establishing, changing, or deleting a client keyword
- Disclosing relevant client record information to another licensee for the purposes of dispensing or monitoring.

Who can complete this activity?

	Pharmacist	Pharmacy Technician
Verify Client Identification	✓	✓

Keep in mind, written confirmation of the *licensee* who verified the client identification is a requirement at the time of dispensing each prescription in order to take responsibility for the ID check.

Why is this a fundamental standard?

Case in point:

An investigation by both the College of Physicians and Surgeons of BC and the College of Pharmacists of BC into prescription fraud identified an impersonator who managed to obtain multiple prescriptions for various narcotics. Between January 2007 and January 2013, the impersonator obtained more than 250 prescriptions from multiple physicians, which were filled by pharmacists at 34 different pharmacy locations.

<http://www.bcpharmacists.org/news/regulators-investigation-prescription-fraud-identifies-150-health-professionals>

Being vigilant by checking every single client’s identification is a fundamental principle to ensure that the *right client* gets the *right drug*.