

This policy provides guidance for registrants on complying with the *Pharmacy Operations and Drug Scheduling Act* ("PODSA") Bylaws section 36 in taking reasonable steps to confirm the identity of a patient, patient's representative, registrant or practitioner before providing any pharmacy service that requires accessing, using or disclosing of patient personal health information.

**POLICY STATEMENTS:**

1. Registrants should ensure that only one PharmaNet patient record is created and maintained for each person and that only one Personal Health Number (PHN) is assigned to each person. By viewing and confirming appropriate identification documents, duplicate PHNs and patient records can be avoided.
2. Where a patient or patient's representative is personally known to the registrant, the registrant may positively identify the patient or patients' representative. In cases where the patient or patient's representative is not known to the registrant, positive identification is best achieved by viewing one piece of primary identification or two pieces of secondary identification. As a best practice, these steps should be documented. Below are some examples of primary and secondary identification.

**PRIMARY IDENTIFICATION:**

- Driver's License
- Passport
- B.C. Services Card
- Police Identity Card issued by RCMP or Municipality
- Secure Certificate of Indian Status or Certificate of Indian Status<sup>1</sup>
- Permanent Resident Card issued by the Government of Canada

**SECONDARY IDENTIFICATION:**

- CareCard issued by the Province of B.C.
  - Birth Certificate
  - Canadian Citizenship 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
3. Where a patient or patient's representative does not have a primary or secondary identification, the registrant should use their professional judgement in identifying the patient or patient's representative. These steps should be documented.

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<sup>1</sup> <https://www.sac-isc.gc.ca/eng/1100100032424/1572461852643#s1>