

April 9, 2024

Important Update: Enhanced Patient Identification Procedure

Dear Valued Client,

At HNL Lab Medicine, we are committed to ensuring the highest standards of security and accuracy in all aspects of our services. As part of our ongoing efforts to enhance patient care and safety, we are reaching out to inform you of an important update to our patient identification procedure, effective immediately.

Our phlebotomists will continue to verify the patient's name and date of birth (DOB) before proceeding with any blood draws. However, to further strengthen our protocols, we have implemented a new patient identification requirement before performing venipuncture.

Patients who cannot identify themselves verbally must be visually identified by the clinical or nursing staff present. To facilitate this process, we are introducing a slight change: clinical or nursing staff who visually identify a patient in such instances will be asked to initial the patient's requisition form. This additional step ensures an extra layer of security and accuracy, mitigating the risk of any potential errors. By incorporating the verification of patient identity by multiple healthcare professionals, we aim to safeguard the integrity of our services further and uphold the highest standards of patient care.

Should you have any questions or concerns about this new requirement, please do not hesitate to contact our customer service team at **877-402-4221**.

Sincerely,

HNL Lab Medicine