Safe health care and services delivery is our top priority and concerns all of us.

The health and well-being of the population is at the CIUSSS de l’Estrie - CHUS priorities, just as the quality and safety of health care and health services for all employees, physicians, health care professionals, students, interns and volunteers at our organization.

For further information
santeestrie.qc.ca

What Is Your Name?

Two client identifiers
For safety and quality in health care and health services delivery

Information:
Tél. : 819 780-2220, poste 46326
santeestrie.qc.ca
What Is Your Name?

To ensure that the right care, the right service, and the correct medication are given to the right person.

In order to properly identify you, before each procedure, professionals will require that you give them your name, your date of birth, or your address. They may also speak to the person accompanying you, consult a photo identification card, or check your identification bracelet.

Two user identifiers at the first meeting

Staff, health care professionals, physicians, students and volunteers who administer care and services are obligated to:

- Identify the user with two client identifiers

- Notify the user or his relatives, if necessary, that identification is important to avoid treatment and medication errors

- Make sure that both the identification and the data registered in the associated health care and health services documents correspond

Examples of identifiers: two are necessary for the identification

- User’s last name and first name
- Date of birth
- Address
- Chart number
- Health insurance number
- Name of mother or father’s user
- User’s face

Available source of information

- User (in person or by a phone call in anticipation of a home visit)
- Health insurance number
- Identification card
- Identification bracelet, if applicable
- Third party
- Recent photograph of the user

The room number is not a valid means of identification for the residents of the residential centres.