CASE STUDY - IRIS BIOMETRICS FOR PATIENT IDENTIFICATION

Increasing patient safety, eliminating duplicates,and preventing fraud and ID theft at Phoebe Dorminy Medical Center

Background: Located in Fitzgerald, GA, Phoebe Dorminy Medical Center is a 75-bed acute care facility serving the residents of Ben Hill, Irwin, and Wilcox counties. They provide patient-centered, personalized healthcare services through a combination of highly-trained, skilled medical professionals and state-of-the-art technology to meet the growing needs of the community. As the people of Southwest Georgia work to help the region grow and make the future brighter, Phoebe Dorminy healthcare system is there every step of the way, growing with their region to assure family access to world class healthcare every day.

Challenge: Located in a small community where many residents shared the same or similar names and birthdates, Phoebe Dorminy sought to institute a patient identification technology that would help to prevent duplicate medical records, overlays, and prevent patient fraud at the time of enrollment due to the negative impact on patient safety and hospital liabilities.

Phoebe Dorminy's challenge was to identify a safe and affordable patient identification technology solution that would create a unique identifier linked to a patient's medical record helping eliminate duplicate medical records and patient fraud.

The user-friendly solution needed to seamlessly run within their electronic health record (EHR) system, require minimal IT staff full time equivalents (FTEs) to implement, work quickly and accurately to ensure smooth patient flow, and require no patient contact to maintain a safe and hygienic healthcare environment.

Location: Fitzgerald,GA
Number of beds: 75
Biometric Modality: Iris
Electronic Medical Record (EHR) System: Meditech

Since Phoebe Dorminy also saw its share of unconscious and disoriented patients, they additionally sought a patient identification solution that could easily be leveraged to work seamlessly in a mobile environment using facial recognition to identify patients from a smart device or mobile tablet.

Solution: To directly address the problem of how cultural naming conventions and language barriers were jeopardizing patient safety and triggering duplicate medical records and patient fraud, Phoebe Dorminy recognized using iris biometrics identification technology more accurately identified patients and maintained a cleaner master patient index (MPI). They deployed the RightPatient® patient identification solution in both their Emergency Room and Outpatient Admissions departments to protect patients from the negative consequences of duplicate medical records and overlays plus provide the hospital with the opportunity to easily and affordably scale up the deployment to deliver fast, accurate searches across Health Information Exchanges (HIEs) and Integrated Delivery Networks (IDNs).

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Benefits: Following their decision to invest and implement the RightPatient® biometric iris patient identification solution, Phoebe Dorminy Medical Center has been pleased with the performance, usability, and staff/patient acceptance of the technology. Specifically, they have identified several key characteristics of the RightPatient® iris biometric patient identification platform that are especially beneficial to their environment:

- Creating a unique identifier for each and every patient to help prevent the potential for duplicate medical records and overlays due to cultural naming conventions and language barriers
- The ability to prevent duplicate medical records by searching the entire MPI at the time of patient enrollment
- No patient contact with the iris camera rendering RightPatient® a hygienic solution in a hospital environment
- The ability to display a patient's digital photo during enrollment, check-in, and at every patient care touch point provides a multi-factor authentication mechanism
- RightPatient® seamlessly interfaces with their existing EHR with extremely minimal internal IT full time equivalents (FTEs) and was up and running in less than one week
- Staff acceptability has been positive, requiring less than one day of training before launch
- RightPatient® facial recognition component allows unconscious patients to be quickly identified
- RightPatient® offers a component that allows medical staff to identify unconscious, disoriented, or immobile patients with an iTouch or any comparable mobile device by easily installing the identification software on a Computer On Wheels (COW) or Workstation On Wheels (WOW)

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- Iris biometrics has been independently tested and certified rendering it a standardized data format to confidently share clean data across a HIE or IDN
- Registration time has been streamlined and reduced by approximately 2 minutes per patient

Phoebe Dorminy Medical Center staff and patients have been pleased with the decision to invest in the RightPatient® iris biometrics patient identification system since it was installed in the summer of 2012. With a total hospital and health system volume of 33,000+, patients have been overwhelmingly accepting of the patient identification technology -- many enrolling during a regularly scheduled trip to the hospital and others who were encouraged by family members to enroll when they learned that the technology was in place to protect their safety and guard against medical identity theft. Phoebe Dorminy staff plan to expand the RightPatient® iris biometrics patient identification deployment to include bedside identity checks through their WOW's prior to medication distribution, surgery, and radiology/oncology services.