

Patient Identity & Check-In Risk Checklist

Use this checklist to review manual identity checks, duplicate records, fraud risk, and slower check-in – and identify the workflow gaps worth fixing first.



How to use this:

Work through each section to audit your current patient identity and check-in workflows. Check items your team has in place. Flag gaps for follow-up. This is an audit tool, not a pass/fail test.

1. Identity capture

- Confirm your team collects a government-issued photo ID at every new patient check-in.
- Review whether returning patient identity is re-verified at regular intervals.
- Confirm captured identity information flows directly into the patient record without manual re-entry.
- Review how your team handles patients who arrive without a valid ID.

2. Document checks

- Confirm your check-in process includes visual or digital verification of the ID presented.
- Review whether document capture is digital or still paper-based.
- Confirm that captured documents are linked to the correct patient record automatically.
- Review the process for patients whose documents don't match the name or details on file.

3. Biometric workflow fit

- Assess whether your current check-in volume and patient mix make biometric verification a practical option.
- Confirm your team understands what biometric verification does and does not replace in the check-in workflow.
- Review whether your current EHR or check-in system can support biometric data integration.
- Confirm there is a patient consent process in place before biometric data is captured.

4. Staff-assisted fallback

- Confirm your team has a defined fallback process when self-service or digital check-in fails.
- Review how long the staff-assisted identity verification process takes on average.
- Confirm staff are trained on when to escalate identity discrepancies rather than resolve them at the front desk.
- Review whether the staff-assisted process captures the same identity data as the digital check-in path.

5. Check-in risk points

- Review your rate of duplicate patient records created in the last 90 days.
- Confirm your team has a process for identifying and merging duplicate records when they occur.
- Review whether your check-in process flags returning patients whose details have changed since their last visit.
- Confirm there is an audit trail for identity verification steps completed at check-in.

Ready to review how your patient identity and check-in workflows hold together?

CERTIFY Health supports patient identity verification through FaceCheck, document capture, and staff-assisted workflows — reducing identity friction at check-in while keeping patient records and visit readiness cleaner.

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