Appendix A
Web Survey Questions

1. Is proof of patient identity confirmed at registration or admission?

2. Patient identity is confirmed by the following (Check all that apply)
   - Driver’s license
   - State identification card
   - Biometric identifier (fingerprint, eye scan, etc.)
   - Other form of identification (List all other acceptable forms of identification)

3. Other than in the Emergency Department, how are exceptions handled for individuals that arrive for service but do not have proof of identity? (Checklist – Provide service, do not provide service, reschedule service, other – please specify)

4. Are all registration and admission processes performed face to face with patients or their designated legal representative?

5. When registration/admission takes place online or via telephone, is patient identity confirmed at the point of care?

6. When online or telephone registration/admission is used, where and how is patient identity confirmed? (Check all that apply)
   - Photo identification shown at registration or admission department
   - Photo identification shown at department of service
   - Biometric confirmation in online registration process
   - Other (List all other acceptable forms of identification)