The software referenced in AL12-07* is VA Veterans Health Information Systems and Technology Architecture (VistA)/ Computerized Patient Record System (CPRS) v1.0.28.24 corresponding to VistA patch OR*3*280. Non-VA users of VistA/CPRS should contact their local help desk with questions.

Patient Safety Alert

AL12-07*   **April 10, 2012**

Item:	Incorrect Patient Information Displayed in VA's Computerized Patient Record System (CPRS) v28

Specific Incident: Information from a different patient may be displayed in the current patient's CPRS v28 chart, impacting patient care decisions. This problem occurs intermittently and has been reported when viewing clinical information on the "Notes" tab and when using the "Patient Inquiry" button. It is not known at this time if information entered when this problem occurs is entered into the chart for the current patient or the different patient. It is also not known at this time if the problem occurs when viewing clinical information in other parts of CPRS v28.

General Information: CPRS v28 was released to medical centers in the spring of 2011 and is currently in use at all VA medical centers. Nationally, CPRS is utilized millions of times a day, yet only three sites have reported seeing mismatched patient information appearing in patient charts. Although this problem appears to be very rare, clinical decisions made using incorrect patient information have the potential for severe patient harm. CPRS product support specialists and developers have been investigating the issue but are currently unable to reproduce the reported problems; more information is needed from CPRS users and medical centers.

Actions: **The Medical Center Director (or designee)** shall ensure the following actions are completed:

1. By Close of Business (COB) April 13, 2012, the **Chief Health Informatics Officer (CHIO) or designee** shall ensure that all CPRS users and local CPRS support (Clinical Applications Coordinators-CACs) are aware of this Patient Safety Alert. If incorrect patient information or information from a different patient is displayed anywhere in CPRS, CPRS users shall immediately report the problem to their local CPRS support. Users should not log off or perform any other actions in CPRS until the local CPRS support team has had an opportunity to gather the appropriate information.

2. Local CPRS support (Clinical Application Coordinators-CACs) shall report any occurrence to the VA Service Desk or log a national Remedy™ help ticket. The Remedy™ help ticket "Patient Safety Flag" field should be marked "Potential".

3. By COB April 20, 2012, the **Patient Safety Manager** must document on the VHA Hazard Alerts and Recalls Web site that medical center administration has reviewed and implemented these actions.

Additional Information: Similar problems regarding incorrect patient information display were reported with CPRS v27 and Patient Safety Alert AL09-04 was issued on November 6, 2008, notifying CPRS users. Patch OR*3*304 was released November 20, 2008, correcting the known problems and the Patient Safety Alert was archived.

Sources: Department of Veterans Affairs medical centers via the VA National Remedy™ System

Contacts: Alerts and Advisory Team at the National Center for Safety (734) 930-5890