Project US@

Unified Specification *for* Address *in health care*

The Importance *of* Patient Address

Having the correct address for patients is critical to the safety and effectiveness of health care. Correct patient addresses support accurate and timely delivery of medications, medical supplies, and insurance claims. It also ensures that providers' computer systems can easily manage health records safely and securely.

What is Project US@?

Project US@ is a new initiative to establish a standard approach for representing patient addresses across all health IT systems. It will improve patient matching using accurate address information.

How Addresses Help Match Patient Records

Correct patient addresses can be used for a number of reasons across healthcare, ranging from mailing patient medications to matching patient records within and across health IT systems. Imagine all of your health records being linked so that your complete health record is available to your doctor when they need it. This is the goal of patient matching, and when everyone records your address the same way across all health IT systems, your standardized address can help link these records.

What about the Postal Service?

Without a doubt, the USPS is the nation's authority on addresses, and many health IT systems apply USPS postal standards designed for improved mailability. Through Project US@, we leveraged the expertise of the USPS and their existing standards to improve patients' health care experience.

Why Accurate Patient Matching is Vital to Health Care

- Duplicate Health Records
- Unnecessary Lab Testing
- Incomplete Records
- Wrong Prescriptions
- Unauthorized Access to Information
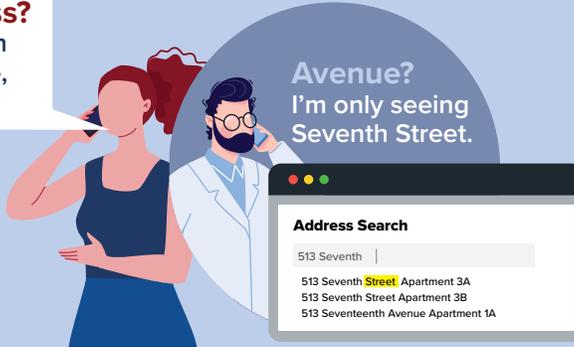- Extra Costs for Unnecessary Care
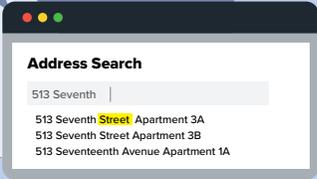
How Does It Work?

Project US@ aims to provide guidance to software developers who design and maintain health IT systems and to health care staff who record and verify your address and other information to assist them with accurately matching you to your correct health record.

Over the Phone

My address?
Five Thirteen Seventh Ave, Apt 3-A.

Avenue? I'm only seeing Seventh Street.

Address Search

513 Seventh

513 Seventh **Street** Apartment 3A
513 Seventh Street Apartment 3B
513 Seventeenth Avenue Apartment 1A

Oof! You're right, my mom lives on an avenue, my address is Five Thirteen Seventh Street. Thanks!
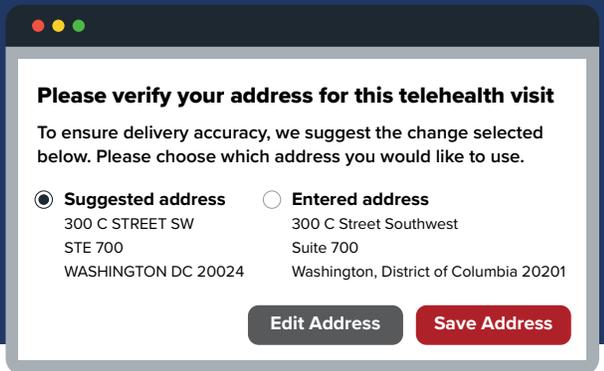
At the Point of Care

I see a conflict. It looks like the address in our system and the one on your ID do not match. Is that intentional?

On no, that's not on purpose. I forgot, that's my old apartment, Can you update it?

Online Scheduling or Telehealth

Please verify your address for this telehealth visit

To ensure delivery accuracy, we suggest the change selected below. Please choose which address you would like to use.

◉ **Suggested address**
300 C STREET SW
STE 700
WASHINGTON DC 20024

○ **Entered address**
300 C Street Southwest
Suite 700
Washington, District of Columbia 20201

[Edit Address]   [Save Address]

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The optimal solution to accurately matching patient records will always be a combination of technology, processes, and people.

Learn more about our Patient Matching efforts at HealthIT.gov and AHIMA.org.