

# Patient Safety Advisory

Veterans Health Administration Warning System  
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- Item:** Incorrect Patient Information Displayed in CPRS V27
- Specific Incidents:** When switching from a patient's record to a second patient's record (in the same instance of CPRS) while using Version 27 of CPRS, the first patient's information may still be displayed in the second patient's CPRS displaying, impacting patient care decisions. It is not known at this time if data entered for the second patient will be placed in the incorrect record. This problem occurs intermittently, and has been reported when viewing clinical data on the Orders and Notes Tabs.
- Recommendations:**
1. In the same instance of CPRS, clinicians need to verify that the correct patient's information is being displayed whenever selecting the next patient's record in CPRS .
  2. If incorrect patient data is displayed, immediately report the problem to your local facility's Clinical Application Coordinator (CAC) or designee. Clinical Application Coordinators should report any occurrence to the VA Service Desk (1-888-596-4357) or log a national Remedy™ help ticket.
  3. To correct the data display issue, users should log completely out of that instance of CPRS. Upon logging back into CPRS, the data will then correctly display for the selected patient.
- Source:** Multiple VA Medical Facilities
- Additional Information:** CPRS Software Development team has been notified of this issue, and is currently investigating. Further guidance will be provided as it is available.
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