

**Good Samaritan Health & Wellness Center**  
Policies and Procedures

Subject: AR Encounter Forms

Policy #: 3.22.2

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Approved by:

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### 3.22.2 AR Encounter Forms

**Policy:** It is the policy of GSHWC that services provided to patients are to be documented in eClinicalWorks EHR/Practice Management system (eCW). The provider will create and document each patient visit in an electronic progress note in eCW with procedure, diagnosis, prescription, lab work etc. Electronic encounters/claims are created from the electronic progress notes and insurance is billed accordingly. An encounter/claim must be created even when there is no charge for the visit.

A paper encounter form is only used when eCW is down see "Clinic Operations when EHR is Unavailable" clinical policy # 5.41

**Purpose:** To assure that there is source documentation for every patient visit.

**Procedures:**

1. Providers will record all procedures, services provided, diagnoses, and all supplies used. Providers must indicate which diagnosis is "primary", by listing each in order of 1 – 4 in eCW.
2. An encounter/claim is created from the electronic progress note by the billing staff per Policy 3.22.13 Electronic Billing
3. A visit summary will be provided to the patient upon check-out.
4. Front desk staff will update insurance and demographic information and post payments into eCW.

5. GSHWC will review paper encounter forms and update them annually for changed codes and other improvements with provider input.