

Good Samaritan Health & Wellness Center
Policies and Procedures

Subject: AR Patient Registration

Policy #: 3.22.1

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Approved by:

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3.22.1 AR Patient Registration

Policy: It is the policy of GSHWC to maintain a system for patient registration and for gathering, maintaining, and reporting patient data. All patients are required to complete or update patient demographic and insurance information at each visit with the front desk staff.

Purpose: To ensure the accuracy of patient data for GSHWC's billing system.

Procedures: Collecting

1. Patient information is gathered through the patient information sheet, verbal updates from patients, transaction summaries, web portal updates and post office return addresses.
2. All patients must complete a patient information sheet upon their first visit.
3. Patients are asked if they would like to apply for the sliding fee discount program, if so, SFDP application must be completed by the patient.
4. Patients are given the consent for treatment, HIPAA and consent for RX history forms for review and the opportunity to ask questions regarding the forms given and asked to sign via electronic signature pad.
5. Once all information has been completed, the information is entered into eCW along with expected payment method (insured, non-insured, sliding fee, etc.) The front desk staff will note third-party coverage and scan all insurance cards (front and back), Medicare and Medicaid cards at each visit.
6. Every patient must be asked for updated information, including current financial status at each visit. Any new information must be updated in eCW immediately.

Reporting

Data is tracked and presented through the use of eCW system reporting tools.