

POLICY & PROCEDURE



TITLE: Expedited Patient Registration and Orientation				
Scope/Purpose: To establish policy and procedure for expediting the patient registration flow for clients with third party carriers. To orient patients to their new medical home and to ensure that patients will be active, and informed participants in his/her place of care.				
Division/Department: All HealthPoint Clinics			Policy/Procedure #:	
Original Date: 7/24/14			__X__ New __ Replacement for:	
Date Reviewed:	Date Revised:	Implementation:	CPIC Approved:	Board Approved:
October 2015		10/29/2015	10/29/2015	
Responsible Party: Administrator of HealthPoint Initiatives; Director of Practice Management; Outreach, Enrollment, and Call Center Director				

DEFINITIONS:

Registration	The process by which patient demographic information is entered into electronic health record system and documents to receive services are completed.
Eligibility	The process by which patients with limited insurance coverage and/or no insurance are screened to determine whether they qualify for cost-subsidizing healthcare programs and/or insurance according to state, federal, and/or HealthPoint policies.
Orientation	The process by which the patient is introduced to HealthPoint and given information about its services and philosophy of care.
Medical Home	A model for care provided by physician practices aimed at strengthening the physician-patient relationship by replacing episodic care based on illnesses and patient complaints with coordinated care and a long-term healing relationship – National Committee on Quality Assurance (NCQA)
Coordinated Care	The deliberate organization of patient care activities between two or more participants (including the patient)

involved in a patient's care to facilitate appropriate delivery of health care services ^[1]

Whole Person Care

Includes the provision of comprehensive care and self-management support and emphasizes the spectrum of care needs, such as routine and urgent care; mental health: advice, assistance and support for making changes in health habits and making health care decisions – National Committee on Quality Assurance (NCQA)

POLICY:

Expedited registration applies to all of the following payer sources: Medicare, Medicaid, Private Insurance or Full Fee Self pay patients that present themselves to our facilities for same day services or registration. All persons accessing services within the HealthPoint system are registered as patients and will receive patient orientation.

Patients who are full fee self pay or who have high insurance deductibles seeking a discounted rate may go through the eligibility process.

During the registration and orientation process, all patients will be informed about the obligations of being a part of a Patient Centered Medical Home. Additionally, patients will receive information about HealthPoint's office hours, where to seek after-hours care, and how to communicate with their personal clinician and team. Patients and families will be advised that this information can also be found as follows:

- a. From HealthPoint staff
- b. On the HealthPoint website, www.healthpoint-tx.com
- c. In the practice lobby entrance
- d. On the after-hours outgoing phone message
- e. In the HealthPoint patient brochures

PROCEDURE:

I. Expedited Registration Process

- A. The front desk staff or registrar will provide the patient with all the expedited registration forms to be filled out.
- B. The staff members will obtain a copy of the patient's Texas Driver's License or picture ID and insurance card to place in eClinicalWorks.
- C. The staff member will begin to register the patient in eClinicalWorks and will ensure that all the required information is provided.

II. Patient Portal

- A. Staff will provide patients with HealthPoint's "Patient Portal Flyer" to inform them of all of the portal's features which include, but are not limited to the ability to:
 - i. Access and view lab results
 - ii. View the patient's personal health record
 - iii. Send and receive messages to/from HealthPoint Staff
- B. Staff will web-enable the patient if the patient provides an email address
- C. Staff will then provide the patient with the "Welcome to the Patient Portal" handout.

III. Patient-Centered Medical Home

- A. Staff will inform patients and their families about HealthPoint's obligations as a medical home by providing them with HealthPoint's standard brochure, medical home brochure, welcome letter, and patient & care team understanding in their preferred language. The information in the materials includes, but is not limited to:
 - i. HealthPoint practices a "whole person" orientation by being involved in all aspects of the patient's care. (PCMH Brochure and Welcome Letter, 2B1)
 - 1. Care is coordinated across all care settings by the preferred provider and the care team.
 - ii. Information about HealthPoint's office hours, where to seek after-hours care, and how to communicate with their personal clinician and care team. (PCMH Brochure and Welcome Letter, 2B2)
 - iii. HealthPoint asks all new patients information regarding their medical and social history including current medications, allergies and past medical history. (PCMH Brochure and Welcome Letter, 2B3)
 - iv. HealthPoint gives patients access to evidence-based care and self-management support when appropriate. (PCMH Brochure, 2B4)
 - 1. Evidence based information is available during office visits from the Care Team and by visiting the practice web site. Self-management support is an essential part of the services provided by the Care Team, particularly those services for patients with important conditions.
 - v. HealthPoint provides a wide range of additional services available to all patients including, but not limited to (PCMH Brochure, 2B5):
 - 1. Prenatal Care
 - 2. Women's Health Services
 - 3. Dental Services

4. Behavioral Health Services

- a. All patients are screened for depression on an annual basis.
 - b. If the patient needs behavioral health care, the patient's provider can treat the patient and/or refer the patient to HealthPoint's in-house Behavioral Health Department.
- vi. HealthPoint provides equal access to all patients regardless of insurance status, and if needed, will send patients through our eligibility screening and enrollment program to provide them with public health insurance coverage and resources for financial support for health care needs. (HealthPoint Brochure, 2B6 & 2B7)
- vii. HealthPoint will provide a written understanding between the patient/family/caregiver and the practice, specifying the role of the medical home, the practice, and the patient/family/caregiver. (Patient-Centered Medical Home Patient & Care Team Understanding)
- B. Staff will request that all new patients have their medical records sent over to our office by filling out the "Authorization to Use and Release Information", otherwise known as the medical records release form. This form will then be faxed to the former provider for the obtainment of the patient's medical records. (2B8)

IV. Expedited Registration Process Continued

- A. After the patient has returned his/her paperwork and before the patient leaves the front desk, the staff member will need to check the required paperwork to ensure all information has been completed including signatures.
- B. The front office or registration staff will complete the registration process by making sure all information is entered and scanned into eClinicalWorks under the patient information screen. All copies and signed documentation will then be scanned into eClinicalWorks under patient documents, and titled by the date of registration. (Example of naming registration documentation: 20140527_Registration)
- C. The staff member will then place all copies into the shred bin for pick up or to be shredded at a later time.

RELATED POLICY:

Patient Registration and Orientation
Medical Home Responsibilities

REFERENCES:

McDonald KM, Sundaram V, Bravata DM, et al. Closing the Quality Gap: A Critical Analysis of Quality Improvement Strategies, Volume 7—Care Coordination. Rockville, MD: Agency for Healthcare Research and Quality, U.S. Department of Health and Human Services; June 2007.

National Committee on Quality Assurance

REQUIRED BY:

2014 PCMH Standard 2: Team-Based Care
Element A: Continuity
Factors: 3

2014 PCMH Standard 2: Team-Based Care
Element B: Medical Home Responsibilities
Factors: 1,2,3,4,5,6,7,8

Texas Department of State Health Services Primary Health Care

ATTACHMENTS/ENCLOSURES:

Registration Form (English/Spanish)
General consent (English/Spanish)
Patient and Center Rights & Responsibilities (English/Spanish)
Notice of Privacy Rights (English/Spanish)
Advance Directive Notification (English/Spanish)
Authorization to Use and Release Information
Patient Portal Flyer (English/Spanish)
Welcome to the Patient Portal (English/Spanish)
Patient-Centered Medical Home Patient & Care Team Understanding (English/Spanish)
Patient-Centered Medical Home Brochure (English/Spanish)
Patient-Centered Medical Home Welcome Letter (English/Spanish)
HealthPoint Brochure (English/Spanish)

POLICY/PROCEDURE TRACKING FORM

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