

**BRAZOS VALLEY COMMUNITY ACTION AGENCY, INC.**  
**Health Services**

**Policies and Procedures**

Policy Subject/Title: Dental Check In/ Check out  
Applicability: To all Dental Clinic Staff  
Purpose: To insure proper check in and tracking of patient within our facility.

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Policy: To properly check in/out a patient to our dental facility.

Procedure:

Check-In

1. Patient check in at the check-in counter
2. Appointment time and type verified
3. Patient demographics verified
4. Payor source checked for eligibility purposes.  
If patient needs eligibility, check-in to follow procedure (see attached)
5. Any necessary paperwork is given to patient to fill out.
6. Patient is “timed in”
7. Co Pay and any payment due collected
8. Route slip is sent with appropriate payor source
9. Any and all forms necessary to be filled out, signed or copies are to be scanned in to chart in eClinicalWorks.

Current Medicaid , Insurance cards – (CHIPS, Star Dental, etc.)  
HIPPA – Rights and Responsibilities, General Consent

10. Patient waits to be called.

Check-out

1. Patient seen by provider
2. Physician completes route slip or charges in eClinicalWorks
3. Nursing staff gives route slip to check-out.
4. Check-out enters all charges in systems and collects any additional payment due
5. 2 Receipts printed – Patient copy, Clinic copy.
6. Follow-up [appointment scheduled if necessary.

Enclosure:

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