

BRAZOS VALLEY COMMUNITY ACTION AGENCY, INC.
Health Services

Policies and Procedures

Policy Subject/Title:	Patient Process Flow-Eligibility
Applicability:	All Community Health Clinic Staff
Purpose:	To ensure that patient flow correctly thru our facility

Policy: To ensure the patients get into see the doctor and checked out of the clinic as soon as possible.

Procedure:

1. Patient to check in at "Check-in" desk.
2. If patient is not new, all demographic info is to be verified.
3. Patient is timed into eClinicalWorks (eCw).
4. Check-in to give patient all appropriate forms (if patient does not have):

Registration Form
Eligibility form

5. Check-in will obtain and scan all Insurance cards

For walk-in's all paperwork will be placed in the designated red folder for the appropriate eligibility workers box.

Walk-in patients are defined as any patient who does NOT have a scheduled eligibility appointment and needs some sort of eligibility determination. Example-expired title, Medicaid verification, presumed eligibility.

7. Eligibility slip noting time of appointment and arrival time will be placed in the folder.
8. Eligibility worker will screen patients per schedule.

Red folders will take precedence per the appointment schedule and will be worked by the eligibility worker who does not have scheduled appointments or worked in as necessary. Red folders are **priority**.

All other paperwork will be scanned into eCw.

Enclosure:

