

BRAZOS VALLEY COMMUNITY ACTION AGENCY, INC.
Health Services

Policies and Procedures

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

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

Procedure:

Check-In

1. Patient signs in at check-in window
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. Patient is “timed in”
6. Any and all forms necessary is to be scanned in.

Forms include:

Current Medicaid and Insurance card – CHIPS

7. Patient waits to be called.

Check-out

1. Patient seen by provider
2. Physician completes charges in eCw.
3. Nursing staff sends or walks the patient to check out.
4. Check-out collects any payment due and make any follow up appointments if necessary.
5. 2 Receipts printed – Patient copy, Clinic copy.
6. Patient is “timed out” in eClinicalWorks

Enclosure:

:

