

**OLIVE VIEW-UCLA MEDICAL CENTER
PATIENT ACCESS
POLICY & PROCEDURE**

**NUMBER: 2425
VERSION: 1**

SUBJECT/TITLE: OUT OF COUNTY PROCEDURES

POLICY: To establish financial screening procedures to identify patients who do not live within Los Angeles County boundaries seeking non-emergent medical treatment. As is specified, emergent services will be provided to all those seeking care, however non-emergent treatment will be deferred to those indigent patients who do not live within Los Angeles County.

PURPOSE:

DEPARTMENTS: PATIENT ACCESS

DEFINITIONS:

**PROCEDURES:
RESPONSIBILITY ACTION**

Patient Processor EMERGENT/URGENT SERVICES:

1. Financially screen patient per existing procedures.
2. Determine that indigent patient does not live within Los Angeles County.
3. Annotate on the upper right hand of the Encounter form **OUT OF COUNTY OUT OF COUNTY- NO FOLLOW UP SERVICES.**
4. Annotate the 2nd address field in HIS under demographics and remarks section that patient lives out of county and no future appointments and/or referrals are to be initiated.

NOTE: Emergent services will be provided for all patients in need. The Out of County denotes that physicians should not authorize follow-up treatment in Los Angeles County.

SPECIALTY CLINIC SERVICES:

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1. Arrive patient to clinic per existing procedures.
2. If patient receiving Medi-Cal benefits, process per existing procedures even if residing outside of Los Angeles County.
3. Determine that indigent patient does not live within Los Angeles County by verifying address.
 - A. Updated California Driver's License or California ID Card.
 - B. Rent receipt or utility bill
 - C. If living with a friend or relative, a statement which includes the address.
4. Notify indigent patient residing outside of Los Angeles County that s/he is cannot receive non-emergent medical treatment at facility.
5. Annotate the 2nd address field in HIS under demographics and remarks section that patient lives out of county and no future appointments and/or referrals are to be initiated.
6. Annotate on upper right hand of Encounter Form **OUT OF COUNTY – NO FOLLOW-UP SERVICES.**

ON GOING PLAN OF TREATMENT:

Physician

1. Determine that indigent patient who does not reside in Los Angeles County requires a plan of treatment that should continue at facility.
2. Write memo to Medical Director indicating the need for treatment requesting approval.

Medical Director

1. Receive memo from physician requesting approval to continue treatment for indigent patient who does not reside in Los Angeles County.
2. Determine appropriateness of treatment.
3. Forward authorized request to Division Head - Outpatient Financial Services.

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Division Head

1. Receive approved request.
2. Provide copies to the appropriate staff.
 - A. Appointment Desk
 - B. Registration Clerk in appropriate Specialty Clinic

Appointment Desk

1. Receive request for specialty appointment.
2. Access HIS Scheduling Module per existing procedures.
 - A. If HIS indicates patient does not reside in Los Angeles County do not make appointment unless Medical Director has authorized.
3. Notify appropriate clinic that appointment is unable to be made.

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References:	
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