

**VALLEYCARE**  
**OLIVE VIEW-UCLA MEDICAL CENTER/HEALTH CENTERS**  
**INPATIENT FINANCIAL SERVICES**  
**POLICY & PROCEDURE**

**NUMBER: 340**  
**VERSION: 1**

**SUBJECT/TITLE: EXPIRED PATIENTS**

**POLICY**

**PURPOSE** To ensure all appropriate staff are notified of expired patients in a timely manner.

**DEPARTMENTS: INPATIENT FINANCIAL SERVICES**

**DEFINITIONS**

**PROCEDURE**

**RESPONSIBILITY ACTION**

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<b>LEKTRIEVER OPERATOR</b>	(1) Print notification of patient’s demise via Affinity “Medical Records Death List” on a daily basis.
	(2) Notify the assigned PFSW or PRW of patient’s demise: A. Notify worker by phone. B. Complete “Expired Patient Notification” gram (Attachment I), and send to assigned worker.
<b>PRW</b>	(1) Receive notification of patient’s demise.
	(2) Transfer case to PFSW for Medi-Cal application.
<b>INTAKE PFSW</b>	(1) Receive notification of patient’s demise.
	(2) If Medi-Cal application has not yet been taken, contact next of kin after ten (10) business days from the patient’s demise via: A. Telephone contact and B. Bereavement Letter (Attachment II). Initiate 2 <sup>nd</sup> letter if no response to the first letter.
	(3) Initiate a Medi-Cal application when the next of kin responds. Complete all required forms per existing procedures.

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- (4) Secure a copy of patient's death certificate.
- (5) Refer to Home-Call worker for follow-up if no response received after 10 days of last Bereavement Letter being sent.
- (6) Initiate Diligent Search if no next of kin per existing procedures.  
Forward case to Verification Unit for follow-up on pending verification.

- HOME CALL PFSW**
- (1) Receive assignment and attempt to contact next of kin via Home Call to initiate a Medi-Cal application.
  - (2) Forward completed application to Verification Unit for follow-up.

- DDSD LIAISON PFSW**
- (1) Receive notification of patient's demise.
  - (2) Secure a copy of patient's death certificate.
  - (3) Forward copy of death certificate with MC222 to the Disability Adult Program Division (D.D.S.D.) if Medi-Cal is pending and D.D.S.D referral has already been made.

References:	
Approved by: Katherine Salcido (Assistant Hospital Administrator III)	Date: 12/27/2010
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