

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

**NUMBER: 807
VERSION: 1**

SUBJECT/TITLE: PROCESSING OF HEAD AND NECK/AUDIOLOGY PATIENT PROCEDURES

POLICY:

PURPOSE: To expedite the flow of patients accessing services in the Head & Neck clinic, to eliminate unnecessary stops, and to decrease paper work while maintaining appropriate revenue collection processes.

DEPARTMENTS: PATIENT ACCESS

DEFINITIONS:

**PROCEDURE:
RESPONSIBILITY**

ACTION

- | | |
|--------------------------|--|
| Patient Processor | <ol style="list-style-type: none">1. Generate an encounter form for the Head & Neck clinic visit per existing procedures. |
| Clinic Nursing | <ol style="list-style-type: none">1. Determine need for an Audiology visit.2. Check the box next to Audiology on the encounter form and circle code 5501. (Attachment I)3. Complete encounter form with Head & Neck clinic visit information per existing procedure(s).4. Provide Encounter Quality Assurance Unit with a copy of the clinic log for all Audiology patients on a daily basis. |
| Data Entry | <ol style="list-style-type: none">1. Receive encounter forms from Head & Neck clinic on a daily basis.2. Receive clinic log for all Audiology patients on a daily basis.3. Review encounter forms for those that indicate the patient were seen in the Audiology clinic. |

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- 4. Match patients identified to those listed on clinic log.
- 5. Generate a second encounter form to reflect the Audiology visit.
- 6. Enter Head & Neck scheduled visits per existing procedures.
- 7. Enter Audiology visits utilizing the batch entry process since visits are not scheduled in HIS.
- 8. Follow all other existing procedures.

**Data Entry
Supervisor**

- 1. Monitor for compliance with procedures

References:	
Approved by: Lisa Cruz (Assistant Hospital Administrator)	Date: 06/28/2019
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