County of Los Angeles   **Department of Health Services**

OLIVE VIEW-UCLA MEDICAL CENTER
PATIENT ACCESS
POLICY & PROCEDURE

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NUMBER: 780
VERSION: 1

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SUBJECT/TITLE: **DEPARTMENT OF EMERGENCY MEDICINE & MEDICAL WALK IN CLINIC REGISTRATION**

POLICY: The Department of Admissions Staff has the responsibility of interviewing Patients seeking medical treatment in Department of Emergency Medicine (DEM) or Urgent Care clinic, or responsible relative, legal guardian or custodian to obtain patients current demographic information, resident status to complete the registration process into the Electronic Health Record (eHR)

PURPOSE: To ensure patients seeking emergency medical treatment or returning for a follow up visit are properly screened and registered efficiently and expeditiously into the eHR and assure total compliance with the Emergency Medical Treatment and Labor Act (EMTALA)

DEPARTMENTS: **REVENUE MANAGEMENT**

DEFINITIONS: *Emergency Medical Treatment and Labor Act (EMTALA)*
EMTALA requires that all patients who present to a hospital for emergency services receive the same scope of services as warranted by their clinical signs and symptoms, without Discrimination based on ability to pay, payment status or other non-medical factors that is not relevant to the patients clinical needs. (For complete definition see EMTALA manual).

Quick Registration
Registration process used when patients condition is emergent and are seen in the Emergency Room and or Urgent Care. Register Patient using minimal information provided by DEM or UCC Initial Contact Nurse in which an Outpatient Emergency Encounter is created in the eHR.

Fast Track Registration
Patients who are instructed to return for follow – up or to get test results and have an active Encounter (FIN) – Medical Record Number (MRN) and a confirmed and valid financial resource code for the current Month, in the eHR, do not require financial screening or a complete interview for registration. Consent is signed for each visit.

PROCEDURE: **TRIAGE NURSE**

1.   Receive all patients that arrive on their own accord and complete a triage

exam of patient based on patient's chief complaint to determine where patient will receive medical treatment.

2. Complete the Nursing Data Base and Flow Record Triage Form OV1901 and direct the patient to the DEM Patient Access Registration (PAR) area.

3. Enter patient information in eHR according to severity of illness.

INITIAL CONTACT NURSE (ICN)

1. Receives all patients that arrive to the Emergency Department on their own accord

2. Pregnant patients are routinely referred to the Labor & Delivery registration area located on the 3rd floor.

3. Minors (children under 18 years of age) are referred to Pediatric Urgent Care, RM# 2A185. After 3:00 p.m. to 7:30 a.m. they are treated in the Department of Emergency Medicine, DEM.

INFORMATION CLERK

1. Assist patients, and visitors to the hospital not belonging to DEM or Urgent Care Clinic with the following:
   A. Answer questions, and/or refer patient/visitors to the appropriate department for an answer.
   B. Direct patients to the appropriate clinic/department.
   C. Provide an area map to patients/visitors in order to assist them in getting to their destinations.
   D. Request that the patient wait in the emergency room lobby until their name is called.

AMBULANCE/PARAMEDIC PATIENTS

2. Are quick registered by Charge Nurse into DEM tracking shell as a "*Straight Back*" and the following information is input in the eHR
   A. Patient Name
   B. Date of Birth
   C. MRN (if available)
   D. Chief Complaint
   E. Location, i.e., ED or Psych ED.

3. When order for registration is placed in eHR PAR staff:
   A. Interview the patient to ensure information received is accurate.

4. Patient registration can take place at one of the following;
    1. Registration windows
    2. At patient's bedside

    B. Request patient to sign the following;
        1. General Consent
        2. Notice of Patient Privacy (NOPP) when applicable
        3. Patient Authorization form (when applicable)

    C. Input/update patient's information into the eHR.

5. When notification order for registration is placed in tracking shell, PAR Staff complete the following:
    A. Patient Registration at bedside or Patient Registration at Window
    B. Interview the patient to confirm the information received
    C. Collect patients signature on the General Consent
    D. Input patient's information into the eHR

QUICK REGISTRATION

6. Initial Complaint Nurse (ICN) obtains the following information from patient, if available:
    A. Patient's MRN
    B. Patient's full name
    C. Patient's date of birth
    D. SSN

7. In Person search verify if patient has an existing MRN. If patient has an existing MRN, if so create an outpatient encounter (OTPT FIN) for the ED visit.

8. If patient does not have an MRN complete the following:
    A. Create new encounter in eHR, in doing so an MRN will also be generated.
    B. Issue MRN to patient

REGISTRATION

1. Monitor tracking shell by priority for next patient in need of registration

2. Call patient's name in the Emergency Room Waiting Area:
    C. If patient does not respond, annotate in "comment" column "N/S @ (time)" for no show
    D. Attempt to call patient three times in 15 minute intervals and

annotate in tracking shell, if patient fails to respond.

3. Request to see patient's California Driver's License or California ID to
    verify patient's identity and to determine Los Angeles County residency.

4. Search patient in eHR to determine if the patient has an existing MRN.

5. If the patient states he/she does not have an existing MRN or state they do
    have an MRN but does not have their MRN identification card you must
    run a query in the eHR to search for issued MRN by imputing the full
    name or social security (SSN) via *Person Search* and searching using the
    following:
    A. MRN, Historical MRN
    B. Patient's SSN
    C. Patient Name
    D. DOB
    E. Phone Number

6. If eHR identifies more than one patient with the same name and date of
    birth, the patient's mother's maiden name is used as the tie breaker to
    determine which record belongs to the patient.

7. A patient with a pre-existing record and MRN, the MRN must never be
    modified to meet or match the needs of your patient. The following
    information should never be modified without verification and Supervisor
    approval:
    A.   Patient's mother's maiden name
    B.   Patient's date of birth
    C.   Patient's birthplace
    D.   Social Security Number

8. Review and update all the information, in eHR with the patient to make
    certain you have the correct record and MRN.

9. If it is the patient's first visit to a DHS facility and the query confirms
    there are no previous visits, continue with the interview using the issued
    MRN

10. Obtain the following information needed to complete the registration
    process in the eHR:
    A.   Patient Information Form (PIF) which includes:
         1. Full First and Last Name
         2. Date of Birth
         3. Social Security Number

    4. Legal form of Identification
    5. Current Mailing and Resident Address (verify Los Angeles County Residency)
    6. Insurance Provider Identification Card (if applicable), identify resource, Med/Medicare and Insurance
    7. Medi-Cal Identification Card (if applicable)

11. If the patient appears to have more than one MRN and it is determined that the record is a duplicate then submit a Merge Request to HIM

MERGE REQUEST

1. Verify three or more identifiers other than the name, i.e., image on government issued ID, DOB, SSN and mothers full maiden name. If there is a match move forward with merge
2. Update duplicate record to reflect the match
3. Complete Merge request form
4. Generate ticket using footprints
5. Notify HIM that a duplicate record has been identified, provide them with the MRN's, patient name, and the ticket number generated.

URGENT CARE

1. If a patient has an MRN, complete the following:
    A. Update patient's information

2. If patient declares that, he/she has Health Insurance Coverage (i.e.: HMO, PHP) complete the following:
    A. Obtain a copy of the insurance card (front and back)
    B. Input the insurance information into eHR.

3. If patient declares, he/she has Medi-Cal, complete the following;
    A. Obtain a copy of the Medi-Cal Card (BIC)
    B. Input patient's Medi-Cal Client Index Number (CIN) into eHR

4. When you have completed the registration process and the patient has left your area, obtain a printout to verify and confirm patient's current eligibility via one of the following;
    A. Leader Replacement System (LRS)
    B. Medical Online System. (MEDS Online)

5. If patient declares he/she has Medicare, complete the following;
    A. Obtain a front and back photocopy of patient's Medicare Card
    B. Input the patient's Medicare information into her

6. Complete and obtain patient's signature on the following forms:
   A. Medicare HMO Appeal Authorization Form
   B. Medicare Secondary payer Screening Form
   C. Medicare Notice of No Coverage

7. Provide copies of the following Medicare forms to the patient:
   A. An Important Message from Medicare
   B. Addendum to "An Important Message from Medicare"

8. Generate IDC Encounter form IDC Printer (OV1230A34)

9. Return completed registration paperwork to patient and instruct them to drop off to appropriate the ER or MWI

FAST TRACK REGISTRATION

10. If patient is here for a follow up visit, verify the following information in eHR;
    A. Patients last visit was within the current month
    B. Patient has an MRN
    C. Patient a valid financial resource code

11. If patient is here for test Results ask patient if they have already joined the patient portal.

12. If not, sign them up and send invitation via the Health Information System (H.I.S) and inform them test results can be found there. Then follow steps 10.A – 10.C above.

13. If patient meets all of criteria in #12 A-C, process using the Fast Track Registration by completing the following;
    A. Input the patient's visit in eHR
    B. Edit patient's information
    C. Book/Log
    D. Generate Face Sheet and IDC Encounter

14. Emboss the following forms required by the MWI clinic using the Patient's MRN:
    A. Triage Consent (HS62A or HS62B)
    B. Form A & B form (OV1758)
    C. Face Sheet
    D. Generate IDC Encounter form IDC Printer (OV1230A28)
       NOTE: Exclude A & B for Fast Tracks

15. Inform the patient that their visit is registered in the H.I.S, return paper work and direct patient to appropriate treatment venue (ER/MWI)

16. If Patient returns to area requesting to pay reduced County fee;
    A. Obtain proof of Los Angeles County residency
    B. Issue Cashier Referral Slip
    C. For Evening / Graveyard shift:
       6. Accept $100.00 (LA County residency only)
       7. Issue Receipt of Payment
       8. Enclose payment with receipt in envelope
       9. Drop in Safe
    D. Include in daily Productivity Report.

17. At the end of each shift complete and submit a DEM Daily Productivity Report to immediate Supervisor.

SUPERVISOR/DESIGNATED WORKER:

1. At the end of each shift collect LBS paperwork and forward to ER clerk.

2. Review all face sheets attached to each employee's productivity report to ensure accuracy and completeness.

3. Forward Face Sheets with resources, i.e. Medi-Care, Insurance, OCC, and liens to LRS/MEDS operator (2B134) for clearing.

4. Upon return of the above documents, forward to Patients Accounts, Outpatient Billing, Financial Building.

5. Complete monthly productivity reports for unit.

References:	
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