

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

**NUMBER: 787
VERSION: 1**

SUBJECT/TITLE: CANCELLATION OF ADMISSIONS

POLICY: Upon notification from Medical Staff, via the Bed Control/Census Unit will identify “*cancelled*” admits, and ensure patients are charged appropriately for services rendered. Notification from Medical Staff to be sent out immediately.

PURPOSE: To establish written procedures to Bed Control/Census staff for the timely and appropriate cancellation of an admission. When it is determined that an admission is not valid, the encounter will be cancelled in the Health Information System upon notification. All departments affected will be notified if proper adjustments are needed.

DEPARTMENTS: BED CONTROL/PATIENT ACCESS/NURSING

DEFINITIONS: Cancellation occurs when a bed has been assigned and the following happens:

- A. Physician changes his/her mind after further examination.
- B. Patient changes his/her mind
- C. Patient does not pass medical screening for surgery, i.e., an infection, chest condition, cold etc.
- D. Patient is admitted for scheduled Same Day Surgery and is discharged home
- E. Patient is admitted and subsequently it is discovered he/she has private insurance then is transferred to preferred health care provider
- F. Patient is admitted and subsequently it is discovered the wrong patient information was used at the time of admission (*Employee Error*)
- G. Patient is admitted then is transferred to Psychiatric Emergency Room.
- H. Patient expired in Emergency Room
- I. Patient is still a patient (*bed assignment given to another patient and the patient whose bed assignment was given away remains in ER*)
- J. Utilization Review decision

PROCEDURE: PHYSICIAN:

- 1. Determine that an admission should be cancelled when it meets one of the definitions listed above
- 2. Documents progress notes in patients chart the reason for the cancellation and informs Nursing staff.

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NURSING STAFF:

1. Emergency Room, Urgent Care, Outpatient Clinics, and Medical Walk-In:
 - A. Notify Bed Control/Census Clerk and Patient Access via Health Information System that an admission is being cancelled
2. On Ward/Discharge Patient:
 - A. Notify Bed Control/Census Clerk and Patient Access that an admission is being cancelled
3. Ensure the “*CANCELLED ADMISSION*” order is in the patients chart

BED CONTROL/CENSUS:

1. Receives “*Discharge Notice*” notification from:
 - A. Department of Emergency Medicine (DEM-“ED Boarders”)
 - B. Urgent Care
 - C. Labor & Delivery (L&D)
 - D. Medical Walk-In (MWI)
 - E. Inpatient Wards
 - F. Outpatient Clinics

PATIENT ACCESS ADMITTING:

1. Receives notification to cancel admission from:
 - A. Department of Emergency Medicine (DEM)
 - B. Labor & Delivery (L&D)
 - C. Urgent Care
 - D. Medical Walk-In (MWI)
 - E. Inpatient Wards
 - F. Outpatient Clinics
2. Patient Access confirms cancellation
3. Cancelled encounter documented in the “*Cancelled Encounters/Discharge*” log

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References:	
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