

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

**NUMBER: 784
VERSION: 1**

SUBJECT/TITLE: PSYCHIATRIC PATIENT REGISTRATION PROCEDURES

POLICY: To establish a process for effective and timely processing of patients accessing services in the Psychiatric Emergency Room (PSYCH ER)

PURPOSE: To ensure patients seeking psychiatric emergency room treatment or returning for a follow up visit are properly screened and registered efficiently and to ensure total compliance with the Emergency Medical Treatment and Labor Act (EMTALA) and other government regulations.

**DEPARTMENTS: PATIENT ACCESS, INPATIENT FINANCIAL SERVICES,
DEPARTMENT OF MENTAL HEALTH, AND NURSING**

DEFINITIONS: Uniform Method of Determining Ability to Pay (UMDAP). Also known as Short-Doyle, a State program that reduces and or covers the cost of care for patients seeking Emergency Mental Health services. Health Information System (HIS). Electronic Health Record (eHR).

PROCEDURE: PSYCH PATIENT REGISTRATION

- PATIENT ACCESS
REGISTRATION**
1. Receive paperwork from Psych ER clerk i.e., 51/50 Hold, face sheet, etc.
 2. Search patient in HIS for existing Medical Record and access to chart
 3. Interview patient to confirm and collect demographic information, and signatures on documents, i.e., Notice of Patient Privacy (NOPP), and Consent(s)
 - a. Obtain assistance from nursing staff when necessary
 - b. Document if unable to interview patient:
“Patient unable to be interviewed due to condition – in hand cuffs”, “Patient medicated and unable to sign” or “Unsafe to wake patient per nursing staff – (name of staff)”.
 4. Update required fields and any known fields in HIS
 5. Financially Screen patient to determine if patient has insurance

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6. Add carrier codes in insurance tab(s) by hierarchy
7. Complete UMDAP using established procedure
 - a. Patients who are Homeless, receiving In-Kind benefits, Full-Scope Medi-Cal with zero liability or General Relief qualify for an UMDAP with a zero liability
 - b. Patients with Full-Scope Medi-Cal with a Share of Cost or Emergency Medi-Cal seeking Psychiatric Emergency Room treatment are to be coded Medi-Cal/UMDAP with liability until income and assets are verified to determine actual UMDAP liability.
 - c. Prisoners of a law enforcement agency i.e. Juvenile Hall, L.A.P.D. etc. are to be identified by the appropriate carrier code and an UMDAP determination is not required.
 - d. Annual period is established for new patients.
 - e. Annual period remains the same as current UMDAP on file for return patients
 - f. UMDAP liability amounts can be adjusted should the patient's financial situation change with all revisions clearly documented on the revised UMDAP and in HIS notes. Annual period to remain the same
8. Refer patients that are uninsured and or under insured to Inpatient Financial

OTHER APPLICATIONS FOR COST OF CARE

INPATIENT FINANCIAL

1. Inpatient Financial Services Interviews patient and confirms and collects demographic information, and signatures on documents, i.e., Notice of Patient Privacy (NOPP), and Consent(s) when not on file
 - a. Patients with Medi-Cal linkage, a checklist is to be completed and the patient must apply for Medi-Cal before the UMDAP liability can be determined. The UMDAP liability is FCC until Medi-Cal eligibility is determined.
 - b. Actual income and asset verification must be obtained for all patients except those noted in Section 7a, prior to determining the UMDAP liability.

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NOTE: Billing questions to be referred to Inpatient Financial

2. Generate patient identification card (*when applicable*)
 - a. Mental Health Admission Request: Refer to Admissions Policy/Procedure #101, for existing procedure
3. Completes daily activity report at the end of shift and submits to supervisor.

PSYCH PATIENT ADMISSION – ACCOUNT CREATION

**PATIENT
ACCESS
REGISTRATION**

1. Receives admission request from Psych ER Clerk/Medical Case Worker
2. Creates patient account / Financial Information Number (FIN)
3. Provides account number / FIN to Psych ER clerk/ Medical Case Worker
4. Complete daily activity report at the end of shift and submits to supervisor

PSYCH ADMISSION

**MEDICAL CASE
WORKER**

1. Contacts the health plan to obtain authorization for the admission
 - a. No authorization is required if patient is in an HMO or PHP through Medi-Cal
 - b. No authorization is required if psychiatric services are carved out.
2. Notify bed control once authorization is obtained

BED CONTROL

3. Patients bed is assigned

References: Title 22, JCAHO, DHS Revenue Management, CAHM	
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