

Policies of the University of North Texas Health Science Center	Chapter 14 – UNT Health
14.105 Encounter Tracking	

Policy Statement

All staff with the responsibility for appointment scheduling, point of service billing and charge entry must use the patient encounter created for the episode of care.

Application of Policy

All UNTHSC faculty and staff.

Definitions

An encounter is a system-assigned identification number tied to an episode of care.

Procedures and Responsibilities

1. An encounter number is created by the billing system at the time a patient's appointment is scheduled. In the appointment list each encounter number displays the associated date of service, provider and time of appointment.
2. The appropriate encounter must be selected for POS billing and charge entry unless payment is for prior date of service.

Selection of the appropriate encounter within EMR is necessary to properly link EMR and SMS.

3. All encounters must have a disposition with a status code of: open/active (30), walk-in (55), attended (50).
4. When charges are posted to an encounter, the encounter is automatically closed.
5. Encounter labels are generated for specific appointments. Unused encounter labels are to be disposed of in accordance with HIPAA Standards.

References and Cross-references.

14.103 Patient Appointment Scheduling

Cash Handling Policy

Forms and Tools. (optional)

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