

Policies of the University of North Texas Health Science Center	Chapter 14 – UNT Health
14.104 Patient Registration & Arrival	

Policy Statement.

All patients will be registered with complete, accurate and verified information entered into the Enterprise Practice Management (EPM) system prior to their appointment.

Application of Policy.

All UNT Health faculty and staff.

Definitions.

New Patient – a patient who has not received any professional services, i.e., E/M service or other face-to-face service (e.g., surgical procedure) from the physician or physician group practice (same physician specialty) within the previous three years.

Patient Information Packet – A standard patient information packet for all clinics which includes, as appropriate:

- Map and directions to the facility.
- A list of what the patient should bring to their appointment, e.g. History Forms, Medication and/ or Immunization Record, Insurance Card(s), Current Photo ID, Managed Care Referral (if applicable), Co-Payment, etc.
- A reminder of their appointment date, time, and provider.
- Clinic specific information (e.g., a brief general informational sheet informing the patient about the clinic and/or physician to be visited and payment requirements, etc.)

Procedures and Responsibilities.

1. A registration shall be completed for all patients at the time of appointment scheduling. This includes patient demographics and insurance information entered into the EPM system. All patient appointments are to be entered into the EPM system.

Responsible Party: Call Center Agents and Clinic Staff

2. If the initial patient appointment is greater than one (1) week out and the patient is new to the clinic or specialty, the patient shall be sent a Patient Information Packet.

Responsible Party: Clinic Staff

3. All new patients shall be asked to arrive 30 minutes prior to the appointment to complete relevant paperwork.

Responsible Party: Call Center Agents and Clinic Staff

4. All insurance coverage (primary, secondary and tertiary) must be verified. Verification should be completed 3 – 7 days prior to the scheduled appointment, and may be done again at the time of appointment.

Responsible Party: Clinic Staff

5. When patients arrive at UNT Health, they will be asked to sign in by writing their name and time of appointment on the sign-in sheet.

Responsible Party: Clinic Staff

6. All patient demographic and insurance information shall be verified and entered into the EPM system prior to patient check in.

Responsible Party: Clinic Staff

7. The patient will be asked to sign the Consent to Treatment form in accordance with the UNTHSC Policy 14.401 Consent to Treatment. This form will be witnessed and scanned according to the document maps available on the EMR Helpdesk website.

Responsible Party: Clinic Staff

8. The patient will be asked to sign the Consent to Photograph form and if the patient signs the form, a photograph will be taken of the patient to be stored in the EMR system. If the patient refuses to be photographed, it will be noted on the form and also noted in the EMR system by checking the designated box that the photo was refused. This form will be scanned according to the document maps available on the EMR helpdesk website.

Responsible Party: Clinic Staff

9. The patient will be provided with the Protected Health Information (PHI) Communication Form upon request, in accordance with UNTHSC Policy 14.206 Confidential Channel Communication Request. Any confidential channel communication request must be documented as a chart alert in the EPM system, and the signed form will be scanned according to the document maps available on the EMR helpdesk website.

Responsible Party: Clinic Staff

10. A Notice of Privacy Practices must be distributed to each patient in accordance with the UNTHSC Policy 14.201 Notice of Privacy Practices. Each patient or patient designee will be asked to sign the Acknowledgement of Receipt of Notice of Privacy Practices form. This form will be scanned according to the document maps available on the EMR helpdesk website.

Documentation related to receipt of the Notice of Privacy Practices or the refusal to sign must also be noted in the Privacy Tab in the patient information section of the EPM system.

Responsible Party: Clinic Staff

11. Upon request, the Personal Representative form will be presented to the patient to fill out. This form will be scanned according to the document maps available on the EMR helpdesk website.

Responsible Party: Clinic Staff

References and Cross-References.

- 14.201 Notice of Privacy Practices
- 14.206 Confidential Channel Communication Request
- 14.207 Personal Representatives
- 14.401 Consent to Treatment

Forms and Tools. (optional)

<http://intranet.hsc.unt.edu/Sites/EMRHelpdesk/index.cfm?pageName=Maps> - Where to Find Documents Imaged

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