

FACULTY PRACTICE GROUP – Ambulatory Operations

STANDARDS AND GUIDELINES

SECTION: Front Office Operations

REFERENCE #:

SUBJECT: Completion of Registration process for offices using PRFS for centralized verification

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APPROVALS: FPG: CAO-SC: N/A APCA: N/A EAC: N/A

EFFECTIVE: 12/01/2009

PURPOSE:

To ensure practices that utilize Patient Registration and Financial Services (PRFS) to complete the verification process for new patients, use standardized operations and scripts to collect account information and transfer the patient to PRFS to complete the Registration process.

STANDARDS /POLICY:

1. In order to obtain a Patient ID Number, the practice is to collect demographic information to include:
 - ✓ Patients full name
 - ✓ Date of Birth
 - ✓ Sex
 - ✓ Address
 - ✓ Social Security
 - ✓ Mailing Address
 - ✓ Phone numbers
2. Staff member will then schedule the appointment. Once the appointment is scheduled it is important to inform the patient that the Registration process is still incomplete and must be complete prior to the appointment. The patient should then be given the phone number to the Registration Unit and then transfer the patient directly to PRFS telephone line 310-301-8899, option 1.

STAFF SCRIPT for New Patients: *I will collect some basic information in order to begin the registration process and schedule your appointment. After I've scheduled your appointment, I will transfer you to our Registration Unit who will collect more detailed information and complete the registration process with you. In case we get disconnected, I will provide you with your patient ID number and the direct number for the registration unit. Please remain on the line until you are connected with a registration agent, as this process must be completed prior to your appointment. If call volumes are high, you may reach voice mail so please leave a message and your call will be returned promptly. Please note that this process is very important and any delays could result in the account being changed to a SELF PAY account.*

PRFS will complete the Registration Process and make any notes in the FOLDER NOTES section of ADT using the *UCLA FE FPG Documentation Standards*.

REVISION HISTORY

Effective Date: 12/01/2009

Review Date: 12/14/2009

Revised Date: