

ARROWHEAD REGIONAL MEDICAL CENTER
PATIENT RECEPTION POLICY AND PROCEDURE MANUAL
2019 Summary of Policy Revisions

Policy #	New	Major	Minor	Reviewed	Policy Title	Explanation (Major Only)
100.00				X	Departmental Mission and Goals	
101.00				X	Plan for Provision of Care – Patient Reception	
102.00				X	Management of Information – HIPAA	
105.00				X	Management of Customer Complaints	
106.00				X	Patient Reception – Customer Service (Guest Relations)	
107.00				X	Telephone Etiquette and Call Management	
108.00				X	Infection Control	
109.00				X	Patient Reception Supervisory Roles and Responsibilities	
110.00				X	Custody Patient Registration	
111.00				X	Special Programs	
112.00		X			Patient Reception cashiering procedures	Modified to account for the removal of cash/change funds
113.00				X	Downtime – Patient Reception	
114.00				X	Department Specific Disaster Plan - Code Orange	
115.00				X	Consent Process – Patient Reception	
116.00				X	Management of Security Name Requests	
117.00				X	Critical Care Indicators	

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Policy #	New	Major	Minor	Reviewed	Policy Title	Explanation (Major Only)
118.00			X		Patient Reception – Orientation and Training Program	
119.00			X		Scanning Patient Documents in Patient Reception	
124.00				X	Presumptive Eligibility (PE) Program	
130.00			X		Medicare as Secondary Payer	
131.00			X		Third Party Payer Registration	
200.00				X	EMTALA Log – Emergency Department Registration	
201.00				X	Management of the Emergency Department Tracker	
202.00				X	Pre-Registration of Emergency Department Customers	
203.00				X	Registration of Emergency Department Patients	
204.00			X		Behavioral Health Registration Pathway	
206.00				X	Emergency Department Chart Assembly and Distribution	
207.00				X	Admission and Authorization Procedures - ED	
208.00				X	Registration of ‘Aborted Visits” – “Left Without Being Seen” and “Elopement Patients”	
211.00				X	Management of Animal Bit Reporting	
212.00				X	Management of Assault Reporting – ED	

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302.00				X	Specialty Clinics – Registration of Appointed Visits	
303.00				X	Registration Procedure for Pediatric Walk-In Patients	
304.00				X	Management of the Family PACT Program	
305.00				X	Cancer Detection Program (Every Woman Counts)	
307.00				X	Brest and Cervical Cancer Treatment Program (BCCTP)	
308.00				X	Specialty Clinics – Registration of Unappointed Visits	
309.00				X	Gateway Program for Pediatric Patients	
311.00				X	Admission and Authorization / notification Procedures – Clinics	
317.00			X		Renal Dialysis Registration	
317.01			X		Renal Dialysis Appointment Scheduling	
318.00				X	Registration in the MPM Module	
400.00			X		Outpatient Laboratory - Registrations	
401.00			X		Outpatient Laboratory – recurring Visit Registrations	
500.00				X	Admission/ Discharge/ Transfer (ADT) - Clerical Functions	
501.00				X	Direct Admission from ARMC Clinics / Family Health Centers	

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600.00				X	Pre-Registration / Registration for Labor and Delivery Trauma/ Ambulance Access ("Backdoor") Patients	
601.00				X	Pre-Registration and Registration for Labor and Delivery Walk-Ins	
605.00				X	Labor and Delivery Chart Assembly and Distribution	