

**ARROWHEAD REGIONAL MEDICAL CENTER
PATIENT RECEPTION POLICY AND PROCEDURE MANUAL**

2022 Summary of Policy Revisions

Policy #	New	Major	Minor	Reviewed	Policy Title	Explanation (New and Major Only)
			X		Table of Contents	
100.00 Issue 7			X		Departmental Mission, Vision, and Goals	
101.00 Issue 9		X			Plan for Provision of Care – Patient Reception	Change of various department locations; removal of Bed Management ./ Outpatient Data Entry (OPDE):functions
102.00 Issue 1		X			Management of Information – HIPAA	Deleting due to duplication of Administrative (ADM) policy.
103.00-104.00					No Policy	
105.00 Issue 5				X	Management of Customer Complaints	
106.00 Issue 5			X		Patient Reception – Customer Service (Guest Relations)	
107.00 Issue 2				X	Telephone Etiquette and Call Management	
108.00 Issue 2		X			Infection Control	Deleting due to duplication of ADM policy.
109.00 Issue 4			X		Patient Reception Supervisory Roles and Responsibilities	
110.00 Issue 1				X	Custody Patient Registration	
111.00 Issue 1				X	Special Programs	
112.00 Issue 6		X			Cashiering Procedure	Change in Receipting process and Daily Deposit process with implementation of new Electronic Health Record (EHR)
113.00 Issue 2			X		Downtime – Patient Reception	
114.00 Issue 1				X	Downtime – Department Specific Disaster Plan – Code “Orange”	
115.00 Issue 3			X		Consent Process – Patient Reception (General Consent	

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					for Treatment or Admission) (Financial Agreement for Treatment or Admission)	
116.00 Issue 2			X		Management of Security Name Requests	
117.00 Issue 1		X			Critical Care Indicators	Deleting due to duplication of ADM policy.
118.00 Issue 3				X	Patient Reception – Orientation & Training Program	
119.00 Issue 3			X		Scanning Patient Documents in Patient Reception	
120.00-123.00					No Policy	
124.00 Issue 1				X	Presumptive Eligibility (PE) Program	
125.00-129.00					No Policy	
130.00 Issue 7			X		Medicare as Secondary Payor (MSP)	
131.00 Issue 2			X		Third-Party Payer Registration	
200.00 Issue 2			X		EMTALA Log – Emergency Department Registration	
201.00 Issue 2			X		Management of the Emergency Department Tracker – Registration Responsibilities	
202.00 Issue 3		X			Pre-Registration of Emergency Department Patients	Change in processes with implementation of Epic (nursing staff now pre-registers triage patients)
203.00 Issue 3			X		Registration of Emergency Department Patients	
204.00 Issue 3			X		Behavioral Health Registration Pathway	
205.00					No Policy	
206.00 Issue 3			X		Emergency Department Chart Assembly and Distribution for Downtime	
207.00 Issue 9			X		Admission & Authorization Procedures – Emergency	

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					Department	
208.00 Issue 1		X			Registration of Aborted Visits – “Left Without Being Seen” and “Elopement” Patients	Deleting - With the implementation of Epic this function is no longer a Registration Process.
209.00-210.00					No Policy	
211.00 Issue 1				X	Management of Animal Bite Reporting	
212.00 Issue 1				X	Management of Assault Reporting	
301.00-302.00					No Policy	
302.00 Issue 3			X		Registration of Appointed Visits	
303.00 Issue 2			X		Registration Procedure for Pediatric Walk-In Patients	
304.00 Issue 3			X		Management of the “Family Pact” Program	
305.00 Issue 2				X	Specialty Clinics-Cancer Detection Program	
306.00					No Policy	
307.00 Issue 1				X	Breast and Cervical Cancer Treatment Program	
308.00 Issue 5			X		Specialty Clinics- Registration Procedure for Walk-In Patients	
309.00 Issue 1				X	Gateway Program for Pediatric Patients	
310.00					No Policy	
311.00 Issue 5		X			Admission & Authorization Procedures - Clinics	Deleting -With the implementation of Epic this function is no longer a Registration Process.
312.00-316.00					No Policy	
317.00 Issue 3		X			Renal Dialysis Registration	Removed booking and discharge steps as these are no longer Registration processes

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						in Epic
317.01 Issue 2		X			Renal Dialysis Appointment Scheduling	Deleting -With the implementation of Epic this function is no longer a Registration Process.
318.00 Issue 2		X			Registration in the Medical Patient Management(MPM) Module	Deleting -With the implementation of Epic this function is no longer a Registration Process.
400.00 Issue 3			X		Outpatient Laboratory - Registration	
401.00 Issue 2		X			Recurring Visit Registration	Deleting -With the implementation of Epic this function is no longer necessary.
500.00 Issue 1		X			Admission – Discharge – Transfer	Deleting -With the implementation of Epic this function is no longer a Registration Process.
501.00 Issue 1		X			Direct Admission from ARMC Clinic / Family Health Center	Deleting -With the implementation of Epic this function is no longer a Registration process.
600.00 Issue 2			X		Pre-Registration/Registration for Labor and Delivery Trauma / Ambulance Access (“Backdoor”) Patients	
601.00 Issue 2			X		Pre-Registration and Registration for Labor and Delivery Walk-ins	
602.00-604.00					No Policy	
605.00 Issue 2			X		Labor and Delivery Chart Assembly and Distribution	