

ATTACHMENT G

**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 cashing 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	



THIS IS TO CERTIFY THAT

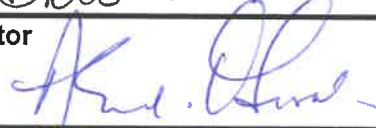
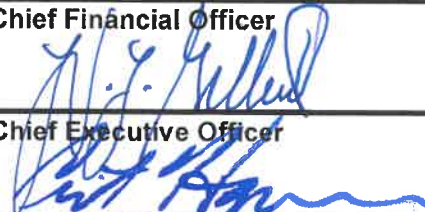
ARROWHEAD REGIONAL MEDICAL CENTER'S

PATIENT RECEPTION

POLICY AND PROCEDURE MANUAL

HAS BEEN REVIEWED AND UPDATED

AS NEEDED

 Department Manager	7/2/19 Date
 Assistant Administrator	7/2/19 Date
Arvind Oswal  Chief Financial Officer	7/2/19 Date
 Chief Executive Officer	7/2/19 Date
 Chair, Board of Supervisors	AUG 06 2019 Date

SIGNED AND CERTIFIED THAT A COPY OF
THIS DOCUMENT HAS BEEN DELIVERED
TO THE CHAIRMAN OF THE BOARD
LYNNA MONEIL
Clerk of the Board of Supervisors
of the County of San Bernardino

By

Deputy

ARROWHEAD
REGIONAL MEDICAL CENTER