

*Policy and Procedure*

<b>Supersedes:</b>			<b>Policy Number:</b>	
			<b>Page:</b>	1 of 2
<b>Subject:</b>	Patient Check In Policy			
<b>Department(s):</b>	Front Desk Staff		<b>Current Effective Date:</b>	
			<b>Last Review Date:</b>	
			<b>Original Effective Date:</b>	
			<b>Next Review Date:</b>	

**Purpose:**

To define guidelines for checking in patients (new or established)

**Policy:**

To ensure all patients are greeted and checked in appropriately

**Procedure:**

- ALWAYS SMILE!!!!
- Routine
  - Greet patient
  - Ask the patient for their Insurance Card and photo ID
  - Verify demographic information by asking the patient the following questions. Do not recite or read the information to the patient, they must verbally supply the following information:
    1. What is your name?
    2. What is your address?
    3. What is your home phone number?
    4. What is your cell phone number?
    5. What type of insurance do you have?
    6. What is your date of birth?
    7. If any of this information has changed or needs correcting, update it in the system.
  - Pull encounter forms and stamp lab order sheet. Write arrival time on upper right hand corner.
  - Assemble packet required for clinical care
  - Order any lab work prompted for the patient prior to the visit and send the patient to the lab.
    - If the patient is late order the lab work and staple the order form to the encounter form.
  - Put papers in rack at the front desk for nurses to pick up.
- **Special circumstances**
  - For walk in patients – As above, plus page the triage nurse to the front desk.
  - Medication Refills – As above, plus page the triage nurse to the front desk.
- If a patient has been waiting 20 minutes past their scheduled appointment time, check with the nurse and explain the delay to the patient.

**References:**

None

**Attachments:**

None

