

Policy and Procedure

Supersedes:			Policy Number:	
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Subject:	Patient Registration and Demographics Verification			
Department(s):			Current Effective Date:	
			Last Review Date:	
			Original Effective Date:	
			Next Review Date:	

Purpose:

To define guidelines for patient registration and demographic verification

Policy:

Maintaining updated, relevant patient demographics and contact information is necessary for the provision of high quality care.

As a Division, we believe multiple modalities must be used to facilitate communication between clinic and patient. Further, we believe that information collected during the registration process can facilitate and promote planned, proactive care for patients when they come for their visit.

Procedure:

Return Patients:

- Verify Name, address, DOB, telephone numbers, personal email address, special needs (focusing on interpreter and transportation), and insurance.
 - We need 2 contact numbers, preferring cell phone and home numbers.

New Patients:

- Schedulers need to collect

Name	Language (primary language)
DOB	2 Emergency contacts
SSN	Special needs <ul style="list-style-type: none"> • Interpreter • Transportation • Sight impaired • Hearing impaired
Address	
2 Phone numbers <ul style="list-style-type: none"> • Cell and Home preferred (work optional) 	
Personal e-mail address	Insurance information <ul style="list-style-type: none"> • If unavailable must bring to appointment

All new patients should receive a new patient packet. The new patient packet includes:

- The new patient guide brochure
- Release of medical information
- Directions to Practice
- Personal Health Summary

