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| SUBJECT: SCOPE OF SERVICES | REFERENCE #1003 |
| DEPARTMENT: ADMITTING DEPARTMENT | PAGE: 1 OF: 1 |
| | EFFECTIVE: |
| APPROVED BY: | REVISED: |

GOALS:

The goals of the Admitting Department are to develop and expedite the admitting process from each area of entry to the facility; to provide a system for communication and access; to enhance the continuum of care; to provide an information management system to access lab and radiology results; to provide satisfaction to customers, physicians, staff, various departments of the hospital and patients during the admitting process.

SCOPE OF SERVICE:

The Admitting Department personnel are directly responsible for pre-admission, insurance verification, scheduling, and registration of all inpatients and outpatients into the organization. Patient registration can occur in the Emergency Department, general Admitting Department and Outpatient Registration Office or at the bedside according to the assessed needs of the patient. The responsibilities of the department include preregistration and registration of patients to Acute, SNF, ED, Outpatient Surgery and outpatient ancillary services. This department provides patients with information regarding their right to make decisions regarding their healthcare (according to the PSDA), Conditions of Admission, patient rights and financial responsibilities which the patients may have. Whenever possible and appropriate to the patient's condition, signatures required by law or regulation are obtained. The department is staffed 24 hours a day. The department provides for translation and communication needs of those patients/visitors requiring admitting services who are not fluent in the English language.

SKILL LEVELS OF PERSONNEL:

The Admitting Department personnel must possess an accurate understanding of applicable state and federal requirements, insurance verification and requirements, organizational policy including patient rights and a thorough knowledge of the computerized registration system.

STAFFING:

- The Admitting Department will be staffed 24 hours per day. Staffing will consist of the following :
 - 0700 - 1530 Admitting Department Clerks
 - 1500 - 2330 Admitting Department Clerks
 - 2300 - 0730 Admitting Department Clerks

- A cashier is available between the hours of 0800 - 2000.

POSITION DESCRIPTION / PERFORMANCE EVALUATION

Job Title: Admitting Department Clerk

Supervised by: Admitting Department Supervisor

Prepared by: _____ Date: _____

Approved by: _____ Date: _____

Job Summary: Arranges for the efficient and orderly admission of inpatients and admission of individuals who have hospital based outpatient testing or procedures. Ensures that the patient information is collected and that patients are aware of hospital policies and procedures. Interviews incoming patient or representatives and enters information required for admission into computer database. Distributes appropriate information to ancillary departments. Participates in performance improvement and CQI activities.

DUTIES AND RESPONSIBILITIES:

E = Exceeds the Standard

M = Meets the Standard

NI = Needs Improvement

Demonstrates Competency in the Following Areas:

| | <u>E</u> | <u>M</u> | <u>NI</u> |
|--|-----------------|-----------------|------------------|
| Responsible for accepting reservations for hospital services. | 2 | 1 | 0 |
| Responsible for accepting reservations from a physician's office and pre-admitting these patients. | 2 | 1 | 0 |
| Responsible for interviewing patients or their representative, where admission is unscheduled, for obtaining personal information or verifying information already on file, including emergency numbers and insurance information. | 2 | 1 | 0 |
| Responsible for obtaining signatures on Conditions of Admission and initiating the Advance Directive process. Communicates to Nursing when no Advance Directive is available. | 2 | 1 | 0 |
| Provides information to the patient/representative about billing, complaint process, patient rights and visiting hours. Distributes hospital specific literature. | 2 | 1 | 0 |
| Responsible for insuring that a patient's valuables are taken home by a family member or secured in the safe. | 2 | 1 | 0 |
| Communicates appropriately and clearly to Supervisor, nurse managers, coworkers and physicians. | 2 | 1 | 0 |
| Consults other departments as appropriate to provide for an interdisciplinary approach to the patient's needs. | 2 | 1 | 0 |
| Responsible, when previous arrangements have been made or a co-payment is required, to collect such payments, record payment and forward to the Business Office personnel. | 2 | 1 | 0 |
| Responsible for knowing hospital policies and being familiar with hospital services that are available. | 2 | 1 | 0 |
| Refers patient to the Business Office when financial arrangements need to be made. | 2 | 1 | 0 |
| Demonstrates an ability to be flexible, organized and function well in stressful situations. | 2 | 1 | 0 |
| Treats patients and their families with respect and dignity; ensures confidentiality of patients' records. | 2 | 1 | 0 |
| Interacts professionally with patient/family and provides explanations and verbal reassurance as necessary. | 2 | 1 | 0 |
| Maintains a good working relationship both within the department and with other departments. | 2 | 1 | 0 |
| Ensures that documentation meets current standards and policies. | 2 | 1 | 0 |

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| SUBJECT: ADMITTING PROCESS | REFERENCE #6002 |
| DEPARTMENT: ADMITTING DEPARTMENT | PAGE: 1 OF: 4 |
| APPROVED BY: | EFFECTIVE: REVISED: |

POLICY:

- _____ Hospital will not deny admission to any patient due to race, color, religion, ancestry, financial class or national origin.
- Patients shall be admitted upon referral and placed under the care of a physician who shall be a member of the medical staff or has temporary privileges according to the medical staff bylaws.
- Patients admitted to the hospital will go through the admission process that is coordinated by the Admitting Department.
- The Admitting Department is staffed 24 hours a day, seven days a week.
- Admission takes place in the general Admitting Department area, the Outpatient area, the Emergency Department or at the patient's bedside.
- The Admitting Department Clerk will admit each patient in a professional, empathetic and time efficient manner.

PROCEDURE:

- The following procedure is intended for those patients whose medical condition allows time for normal processing.
 - The patient's physician will notify the Admitting Department of the admission.
 - If the patient is in acute distress or if any delay in transporting him/her to the patient care unit would be hazardous, have him/her transported to an assigned patient care unit or the Emergency Department if the bed is not ready. The admissions process will then be completed in the patient's room when it is appropriate or by a family member in the Admitting Department.
 - The Nursing Supervisor will be available to provide assistance for any medical problems that may occur.

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| SUBJECT: CONDITIONS OF ADMISSION | REFERENCE #6021 |
| DEPARTMENT: ADMITTING DEPARTMENT | PAGE: 1 OF: 2 |
| APPROVED BY: | EFFECTIVE: REVISED: |

POLICY:

- All Admitting Department personnel will be familiar with the terms of the “ form. All patients will sign a Conditions of Admission form upon registering as a patient at _____ Hospital.
- Conditions of Admission:
 - It is important that Admitting Department personnel be informed of the principles and requirements for completing the “Conditions of Admission” form.
 - Every patient has a legal right to decide upon the medical treatment he/she is to be given. Therefore, every patient who is admitted to the hospital must sign a Conditions of Admission form granting consent for hospital services prior to medical treatment except in the event of an emergency. In the event that the patient’s medical/mental condition does not allow the patient to sign, the patient’s legal representative may sign. If the patient cannot sign the Conditions of Admission, and does not have a legal representative, the staff member registering the patient should write “patient unable to sign due to _____” on the signature line. The condition which prohibits obtaining the signature will be inserted into the underlined space. The Admitting Department Clerk should witness and date the appropriate space, and attach this label:

Patient’s condition prevented the Admitting Department Office from getting this form signed on admission.
Please ask patient to sign as soon as possible.
 - The label alerts the physician that he/she needs to document that immediate treatment is necessary. If the patient is capable of providing oral consent, the oral consent will be documented and witnessed by two hospital employees.
 - In a medical emergency, treatment may be given without consent if a physician determines that the treatment is immediately necessary. Since this must be documented in the patient’s medical record, the physician must be notified that the signature for consent for treatment (Conditions of Admission) has not been obtained. A notification label should accompany the paper work to the floor; nursing will affix the label to the patient’s chart, so that both the physician and the Utilization Management Department will be alerted that the Conditions of Admission has not been signed, and that a signature should be obtained if and when the patient’s condition allows.

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| SUBJECT: ADVANCE DIRECTIVES | REFERENCE #6027 |
| DEPARTMENT: ADMITTING DEPARTMENT | PAGE: 1 OF: 3 |
| APPROVED BY: | EFFECTIVE: |
| | REVISED: |

PURPOSE:

The purpose of this policy is to provide an atmosphere of respect and caring and to ensure that each patient's ability and right to participate in medical decision making is maximized and not compromised as a result of admission for care through _____ Hospital. Additionally, the purpose of this policy is to assure compliance with the Patient Self-Determination Act (PSDA) in such a manner as to expand the patient, personnel and community knowledge base regarding Advance Directives and the process by which patient participation in medical decision making is carried out at this facility.

POLICY:

It is the policy of _____ Hospital to respect and encourage patient self-determination. Patients will be encouraged and assisted to be active participants in the decision making process regarding their care through education, inquiry and assistance as requested. Patients will be encouraged to communicate their desires in regard to Advance Directives to their significant others, to allow for guidance of significant others and healthcare providers in following the patient's wishes should the patient become incapacitated, rendering them unable to make decisions.

PROCEDURE:

- An inquiry will be made by the Admitting Department personnel during the admissions process of the patient, or if the patient is incapacitated, to the patient's significant other, as to whether or not the patient has completed an Advance Directive. _____ Hospital shall not condition the provision of care or otherwise discriminate against any individual based on whether or not the individual has executed an Advance Directive.
- A request of the patient/significant other to provide a copy of the Advance Directive for medical record entry will be made by the Admitting Department personnel during the admission process.
- As part of the admission process the patient/significant other will be provided with an information packet outlining the individual's rights to make decisions concerning medical care. The information packet provided will include:
 - The right to accept or refuse medical or surgical treatment, even if the treatment is life-sustaining;
 - Information concerning the Patient Self-Determination Act;