RIVERSIDE MEDICAL CENTER, INC.

DR. PABLO O. TORRE MEMORIAL HOSPITAL

METRO PACIFIC HEALTH
THE HEART OF FILIPINO HEALTHCARE

DEPARTMENT: Nursing Service Division	POLICY NUMBER: DPOTMH-MPP-SURGCOM-ASC-P009-(01)		
TITLE/DESCRIPTION: REGISTRATION OF NEW AND EXISTING PATIENT			
EFFECTIVE DATE: January 31, 2025	REVISION DUE: January 30, 2028	REPLACES NUMBER: N/A	NO. OF PAGES: 1 of 7
APPLIES TO: Ambulatory Surgical Center	POLICY TYPE: Multi Disciplinary		

PURPOSE:

To ensure the accuracy and completeness of patient information entered into the system, and to establish and maintain a systematic and organized process for receiving and registering patients.

DEFINITIONS:

Health Maintenance Organizations - type of managed care health insurance plan that features a network of health care providers that treat a patient population for a prepaid cost.

Insurance- Agreement in which an insurance company agrees to pay for some or all of your medical expenses in exchange for a monthly premium payment.

Letter of Authorization - a formal permission tool that delegates authority or power from one party to another.

Desk Staff - communicates with patients from their first visit, listens to their problems, answers their queries, and interacts with them during their waiting time.

Medical Assistant - a healthcare worker that assists other staff, such as physicians, with administrative and clinical tasks.

Attending Physician - a medical doctor who is responsible for the overall care of a patient in a hospital or clinic setting.

Clinical Medical Record System - type of clinical information system, which is dedicated to collecting, storing, manipulating, and making available clinical information important to the delivery of patient care.

Insurance Coordinator - helps to determine what insurance benefits are available to patients.

RESPONSIBILITY:

ASC Clerk, Circulating Nurse

POLICY:

1. The Ambulatory Surgical center is open from 8:00 AM to 4:00 PM, Monday through Friday, excluding holidays.

2. All patients seeking care shall have a referral or physician's order completed by their attending medical doctor before receiving treatment.

3. The patient or their representative shall complete the necessary admission forms, which will be processed and entered into the clinic's medical records system.

4. Patients with Health Maintenance Organizations (HMO), insurance, or company guarantees shall

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advised to bring their letter of authorization (LOA) or guarantee on the day of the procedure.

PROCEDURE (SOP):

1. **Patient Arrival**
   1.1 New Patients:
   - 1.1.1 Upon arrival, welcome the patient warmly and confirm their appointment details.
   - 1.1.2 Provide the patient with a registration form to complete. Ensure the form includes fields for personal information, contact details, and medical history.

   1.2 Existing Patients:
   - 1.2.1 Greet the patient and verify their identity using an identification method (e.g., ID card, medical record number).
   - 1.2.2 Confirm if there are any updates or changes needed in their existing information.

2. **Collect Referral and Doctor's Order**
   2.1 New and Existing Patients:
   - 2.1.1 Request the patient's referral form or physician's order, which should detail the recommended procedure and any specific instructions.
   - 2.1.2 Review the form to ensure it is complete, correctly filled out, and signed by the attending medical doctor. Address any issues or discrepancies with the patient or referring physician.

3. **Complete Registration Form**
   3.1 New Patients:
   - 3.1.1 Assist the patient in filling out the registration form if they require help. Collect detailed personal information, including name, date of birth, address, phone number, and insurance details.
   - 3.1.2 Include medical history, current medications, allergies, and any relevant family medical history.

   3.2 Existing Patients:
   - 3.2.1 Update the patient's existing information as necessary, including any changes in contact details, insurance, or medical history.

   3.3 Confirm that all fields are accurate and reflect the patient's current status.

4. **Enter Information into the System**
   4.1 New and Existing Patients:
   - 4.1.1 Input the completed registration form details into the hospital information system. Ensure all data is entered accurately to avoid issues during the patient's visit.
   - 4.1.2 Double-check for completeness and correctness, making corrections if needed.

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5. **Verify Insurance and Financial Information**
   5.1 New and Existing Patients:
   - 5.1.1 Confirm the patient's insurance coverage or financial guarantee. This includes checking for any required letters of authorization (LOA), insurance cards, or company guarantees.
   - 5.1.2 If needed, verify coverage details and eligibility with the insurance provider or financial department.
   - 5.1.3 Collect and process any financial documentation or co-payments as required.

6. **Process and Issue Admitting Documentation**
   6.1 New and Existing Patients:
   - 6.1.1 Prepare the RMCI admitting sheet or any other required documentation. Ensure it includes the patient's procedure details, appointment time, and relevant instructions.
   - 6.1.2 Provide the patient with a copy of the admitting documentation and any additional information needed for their appointment.

7. **Inform the Patient**
   7.1 New and Existing Patients:
   - 7.1.1 Clearly explain any preparation instructions, such as fasting requirements or medication adjustments.
   - 7.1.2 Inform the patient about the procedure, arrival times, and what to expect during their visit.
   - 7.1.3 Offer contact information for any questions or follow-up needs.

8. **File and Secure Documentation**
   8.1 New and Existing Patients:
   - 8.1.1 Ensure all completed registration forms and documentation are securely filed in the patient's medical records.
   - 8.1.2 Maintain confidentiality and comply with privacy regulations when handling patient information.

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WORK INSTRUCTION:

KEY TASKS	PERSON RESPONSIBLE
1. Confirms their appointment details. Provide the patient with a registration form to complete.	Circulating Nurse
2. Requests the patient's referral form or physician's order, which should detail the recommended procedure and any specific instructions.	
3. Updates the patient's existing information as necessary, including any changes in contact details, insurance, or medical history.	
4. Inputs the completed registration form details into the hospital information system ensuring all data is accurate and complete.	
5. Prepares the RMCI admitting sheet or any other required documentation.	
6. Explains any preparation instructions, such as fasting requirements or medication adjustments.	
7. Securely files completed registration forms and documents in the patient's medical records ensuring confidentiality and compliance with privacy regulations.	
8. Confirms the patient's insurance coverage or financial guarantee. This includes checking for any required letters of authorization (LOA), insurance cards, or company guarantees.	ASC Clerk
9. Assists the patient in filling out the registration form if they require help. Collect detailed personal information, including name, date of birth, address, phone number, and insurance details.	

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WORK FLOW:

```
                        START
                          |
                          v
    Circulating Nurse confirms their appointment details. Provide the patient with a registration
    form to complete. Ensure the form includes fields for personal information, contact details,
                              and medical history
                          |
                          v
    Circulating Nurse requests the patient's referral form or physician's order, which should detail
                    the recommended procedure and any specific instructions
                          |
                          v
              Is the patient  --NO-->  Circulating Nurse updates the patient's existing information as necessary, including any
                 new?                  changes in contact details, insurance, or medical history
                          |
                         YES
                          |
                          v
    ASC Clerk assists the patient in filling out the registration form if they require help. Collect
    detailed personal information, including name, date of birth, address, phone number, and
                              insurance details
                          |
                          v
    Circulating Nurse inputs the completed registration form details into the hospital information
            system ensuring all data is accurate and complete. Make corrections if necessary
                          |
                          v
    ASC Clerk confirms the patient's insurance coverage or financial guarantee. This includes
    checking for any required letters of authorization (LOA), insurance cards, or company
                              guarantees
                          |
                          v
    Circulating Nurse prepares the RMCI admitting sheet or any other required documentation.
    Ensure it includes the patient's procedure details, appointment time, and relevant instructions
                          |
                          v
    Circulating Nurse explains any preparation instructions, such as fasting requirements or
                        medication adjustments
                          |
                          v
    Circulating Nurse securely files completed registration forms and documents in the patient's
    medical records ensuring confidentiality and compliance with privacy regualtions
                          |
                          v
                        END
```
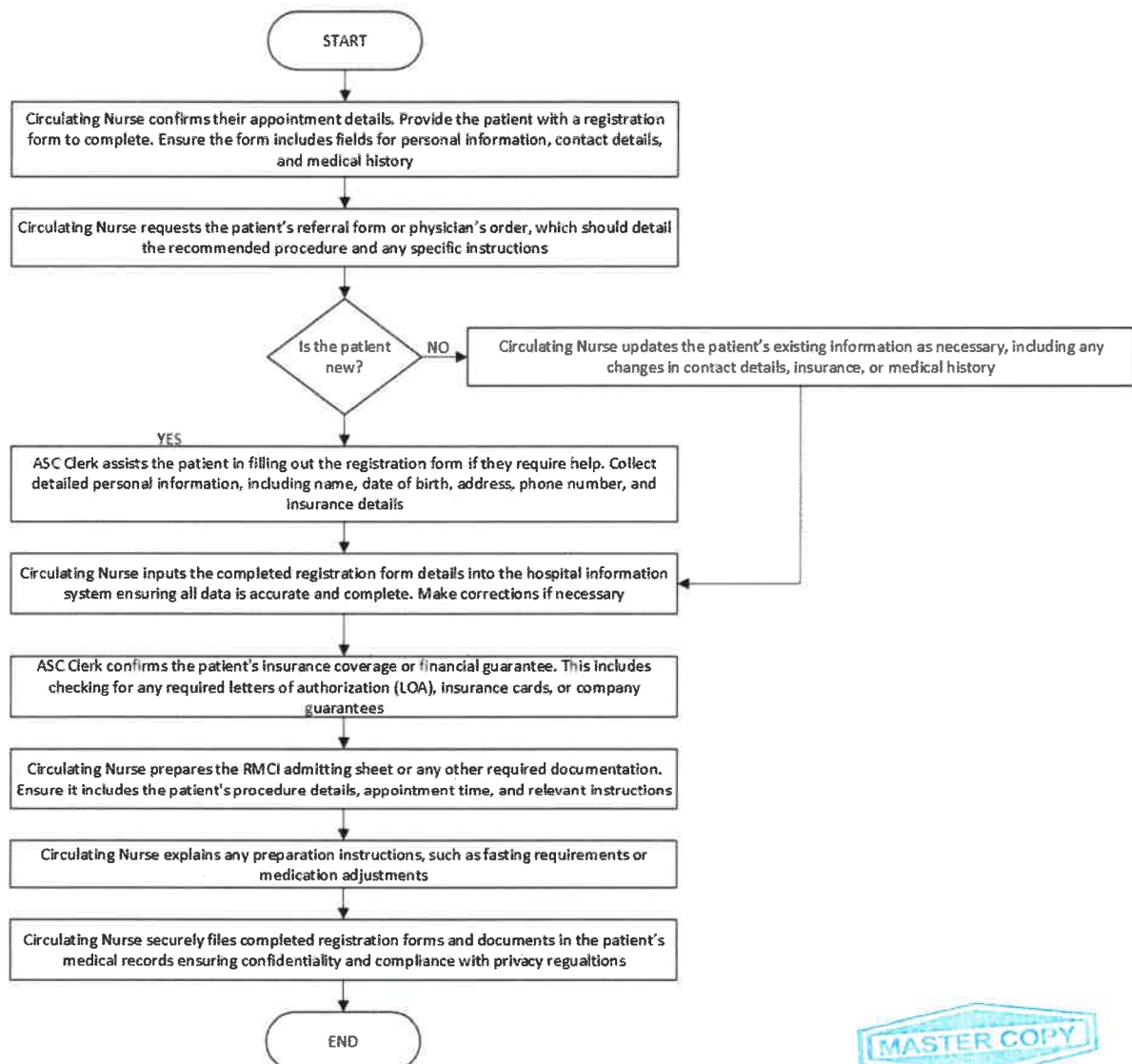
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FORMS: N/A
EQUIPMENT: N/A
REFERENCES: N/A

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APPROVAL:					
	Name/Title	**Signature**	**Date**	**TQM Stamp**	
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Final Approved by:	**GENESIS GOLDI D. GOLINGAN** President and Chief Executive Officer		31 JAN 2025		

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