Valley Radiology

Rev. 2/13/18

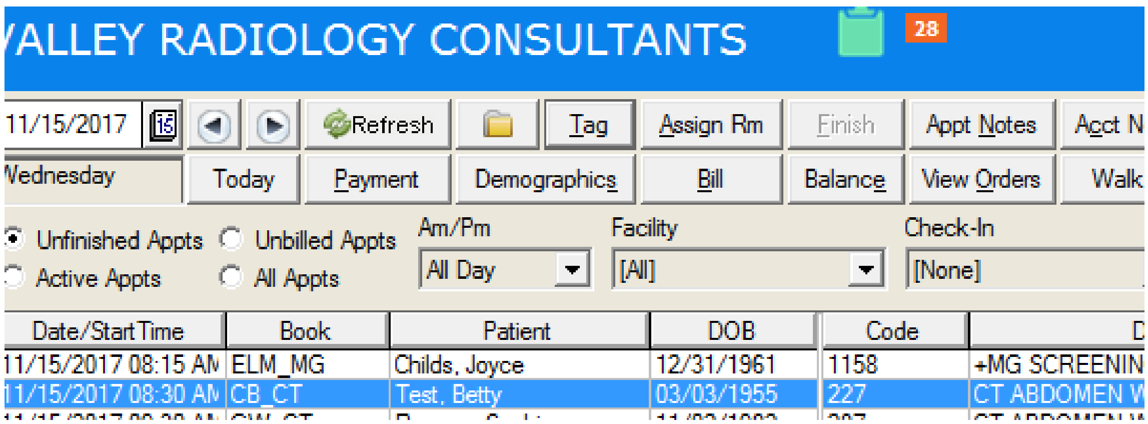
FRONT DESK PROCEDURES IN MEDINFORMATIX

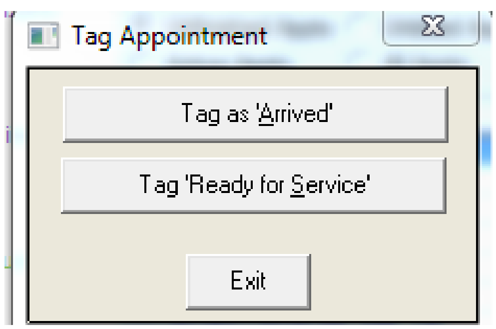
First thing to do is start in the Master Appointment List -

SCENARIO 1: PATIENTS WITH APPOINTMENT

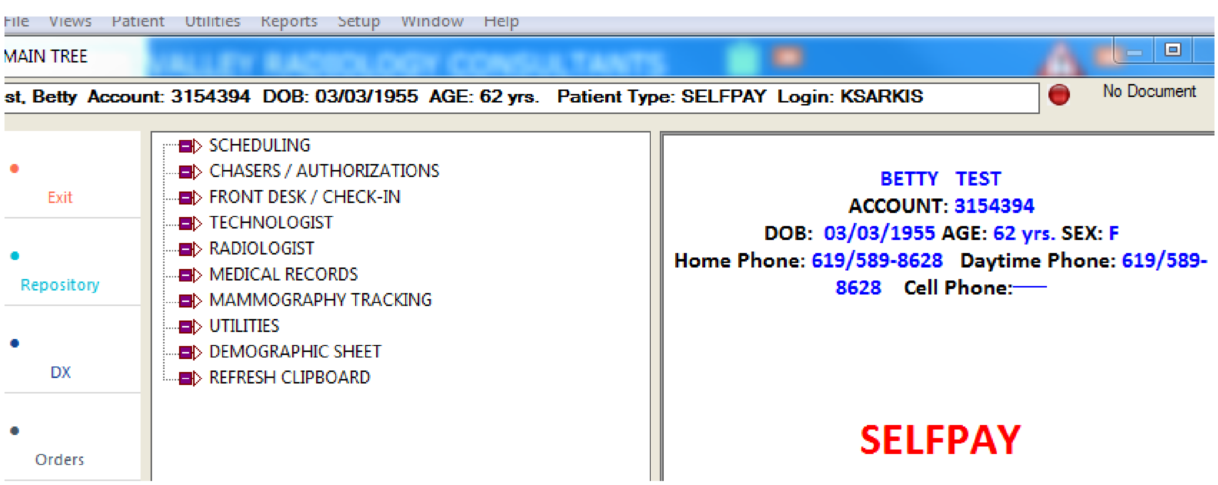
Step 1: Once you have found the patient, highlight them. Then confirm the appointment time with the patient.

Step 2: Tag patient "Tag as Arrived"





Step 3: Double click on the patient

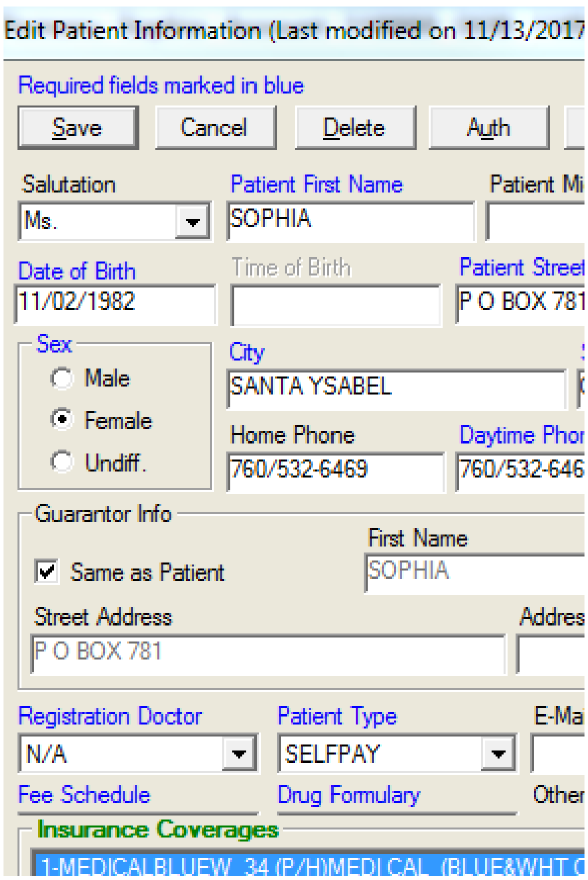


Step 4: Click on Front Desk/Check-In. If you are already defaulted to the Front Desk tree, ignore this step.

Step 5: Click on the Verify Demographics branch

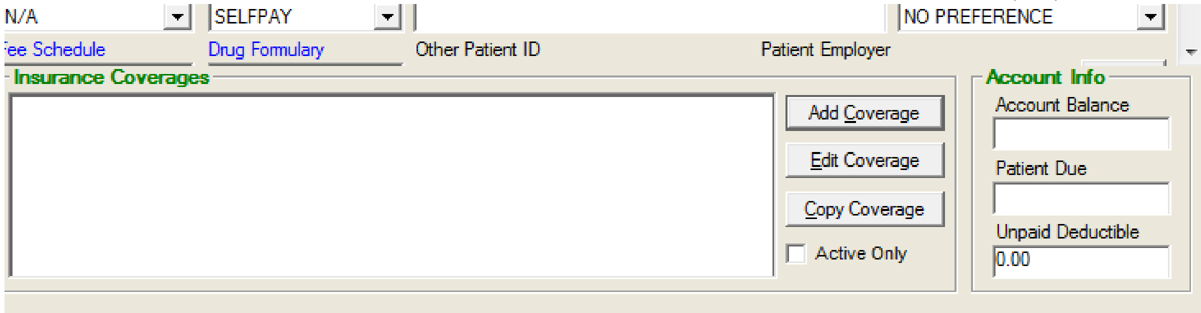
- Verify Patients Name
- Verify patients Address
- Verify patients Phone Number (home and cell)
- Verify patients Email Address
- Verify Preferred Communication Method (Call, Text, Email)
- Verify patient Insurance –

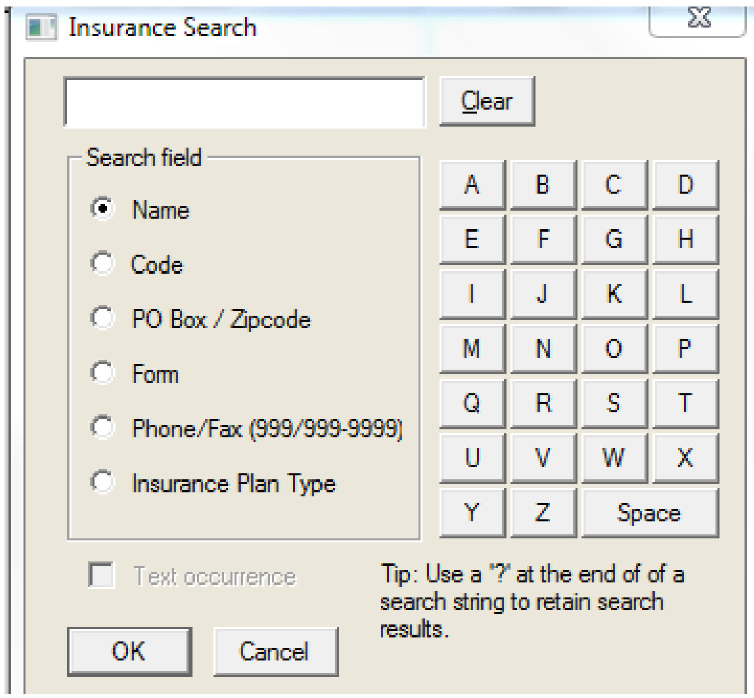
1. Make sure that the insurance at the bottom of the screen is correct. **Never manually change the Patient Type dropdown.



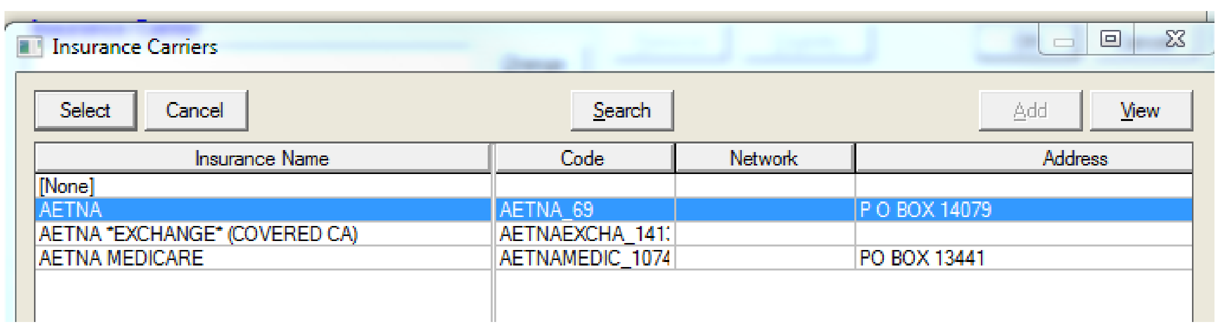
2. If patient has insurance and it is not provided in the system:

   a. Click on Add Coverage -Input insurance name and click OK.





b. Highlight Correct Insurance and click Select.

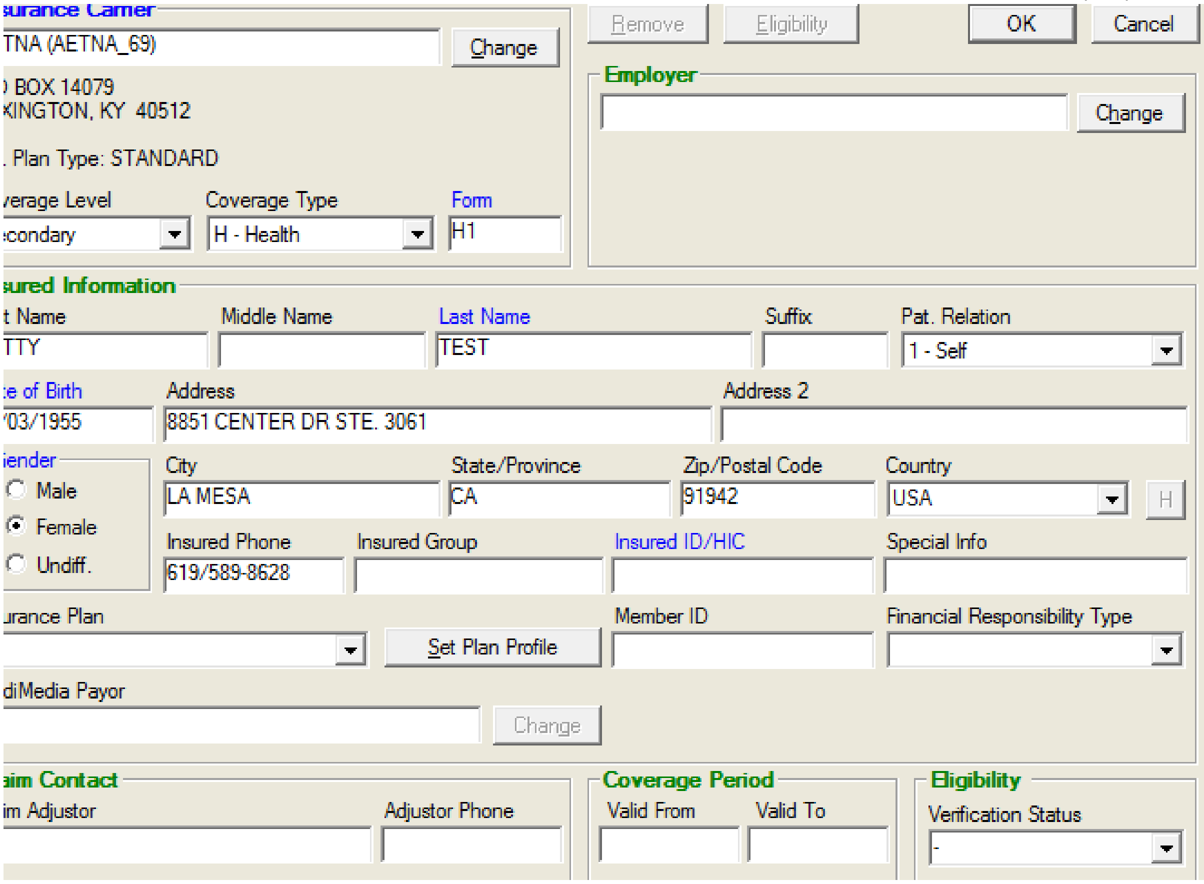


c. In the next screen that opens, scroll down to the blue Insured ID/HIC field- Input Insurance ID # from Patient's Insurance Card (Policy Number).

d. Input Insured Croup # from Patient's Insurance Card if they have it.

e. Ask who is the Primary Insurance Holder - Input First and last name, DOB and Pat. Relation.

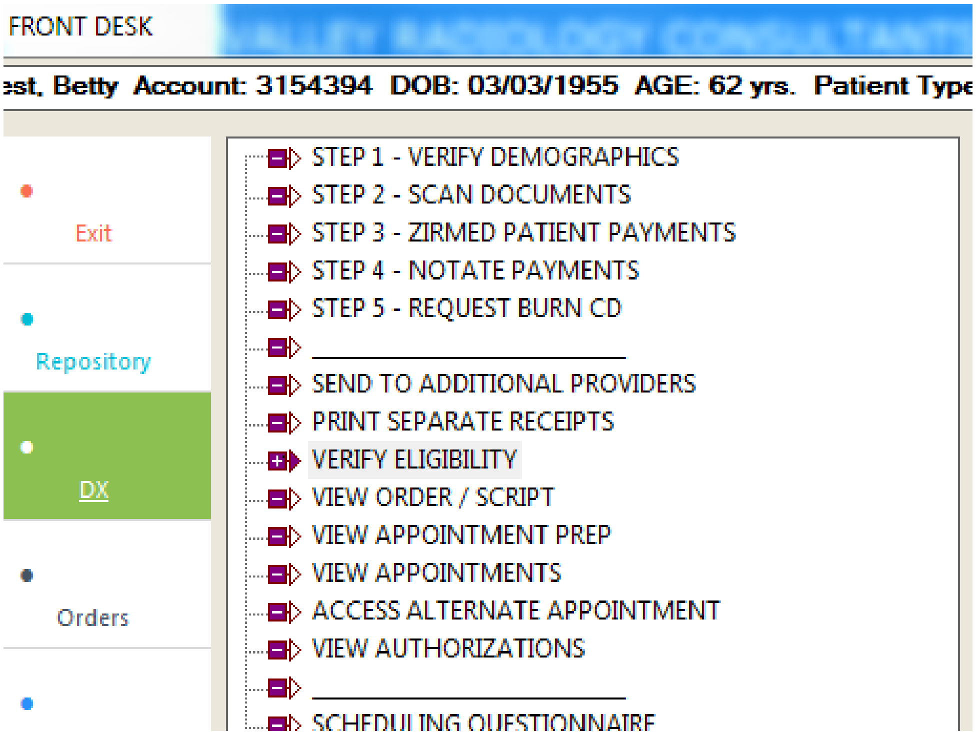
g. Click OK and Save



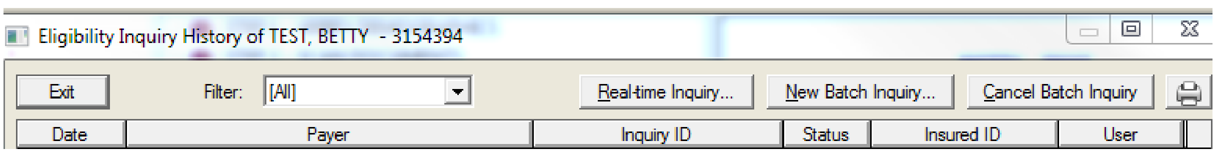
3. To inactivate the insurance, click Edit Coverage→ change the Coverage Level dropdown to 'Inactive' and press OK.

<u>If eligibility has not been checked:</u>

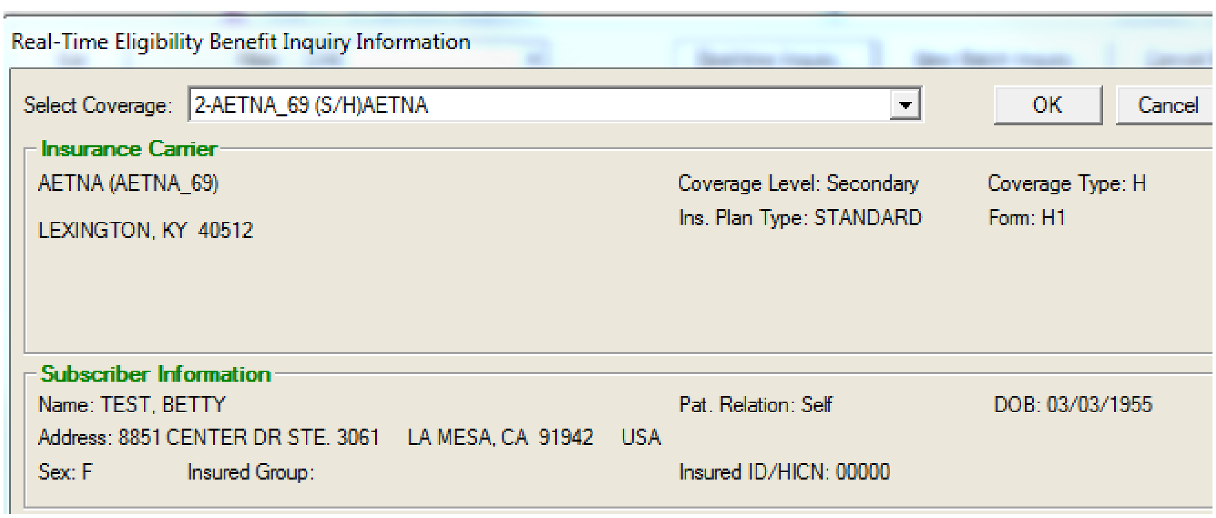
1: Click the VERIFY ELIGIBILITY branch



2: Click on Real-time Inquiry and click OK.



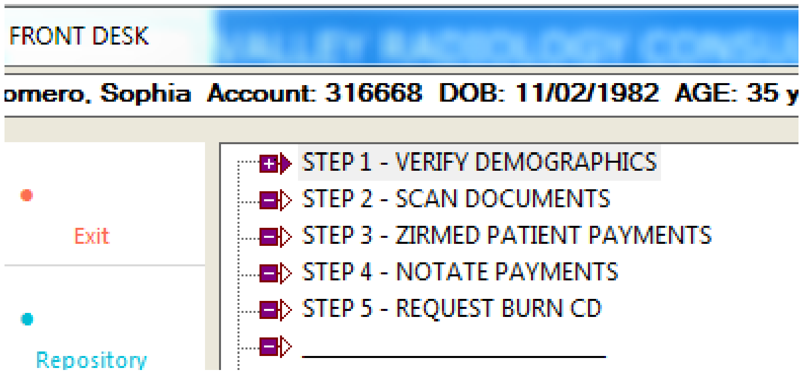
3: Make sure the coverage is correct in the next screen and press OK.



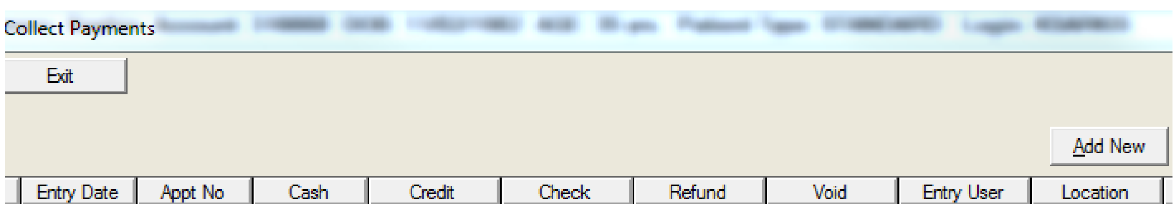
4: Zirmed will appear in Internet Explorer with the status. Verify that the patient is Active and then click Exit.

<u>If eligibility was already checked by the Chasers, then you can ignore these steps above.</u>

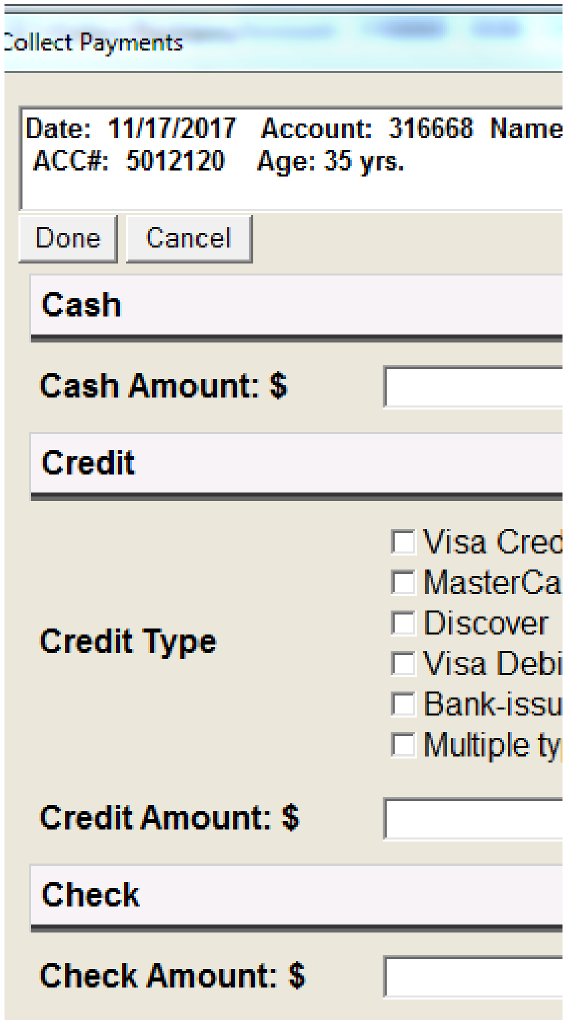
STEP 6: If the patient has a copay/coinsurance/deductible to collect, click on the STEP 4 - NOTATE PAYMENTS branch.



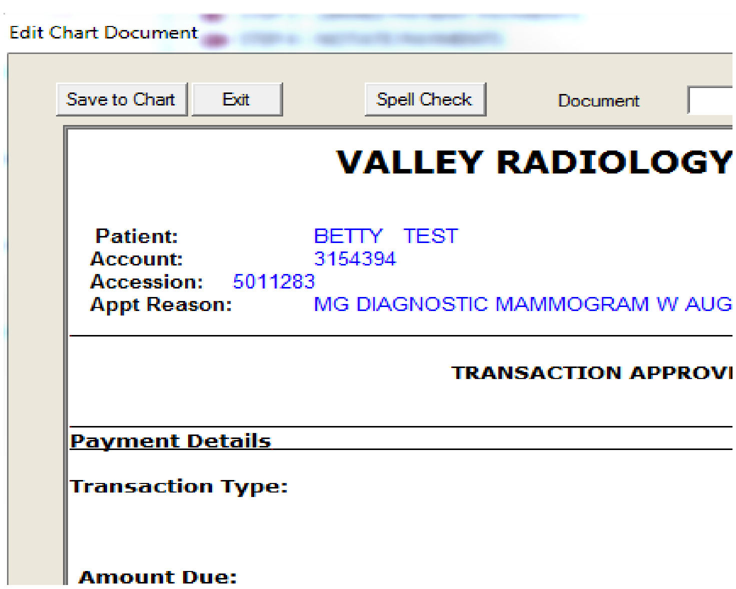
a. Click on Add New



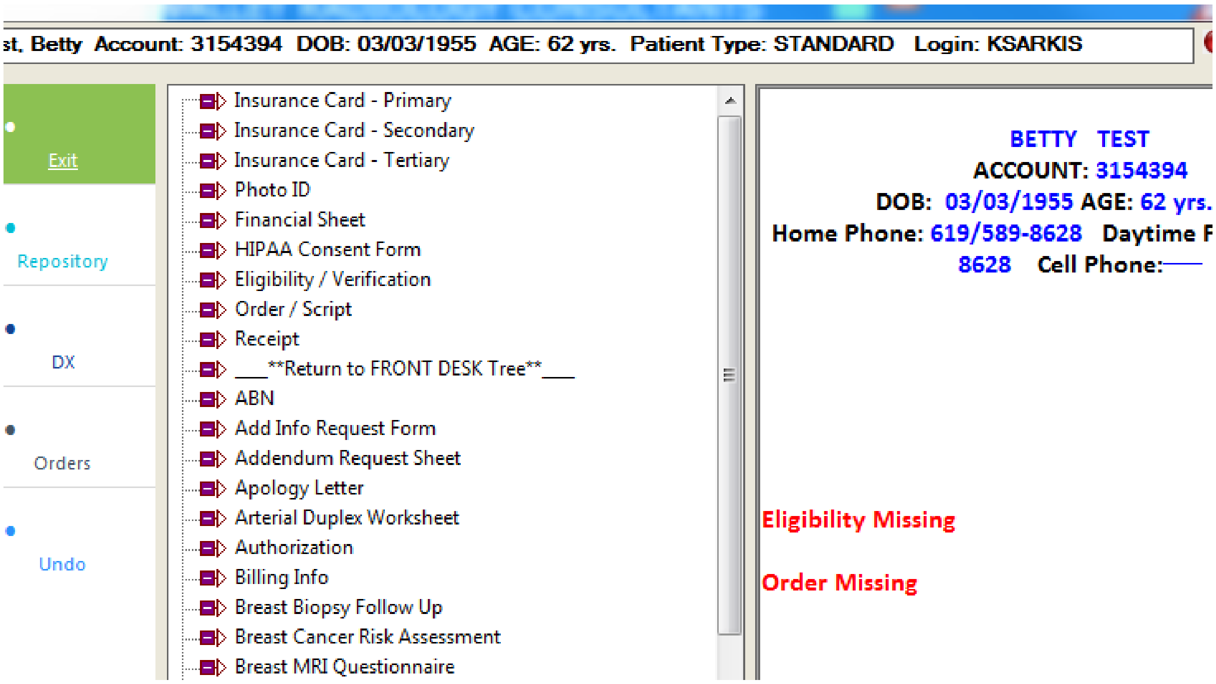
b. Enter payment amount under the correct section (cash, credit or check), and all the necessary information. Then click Done and click EXIT.



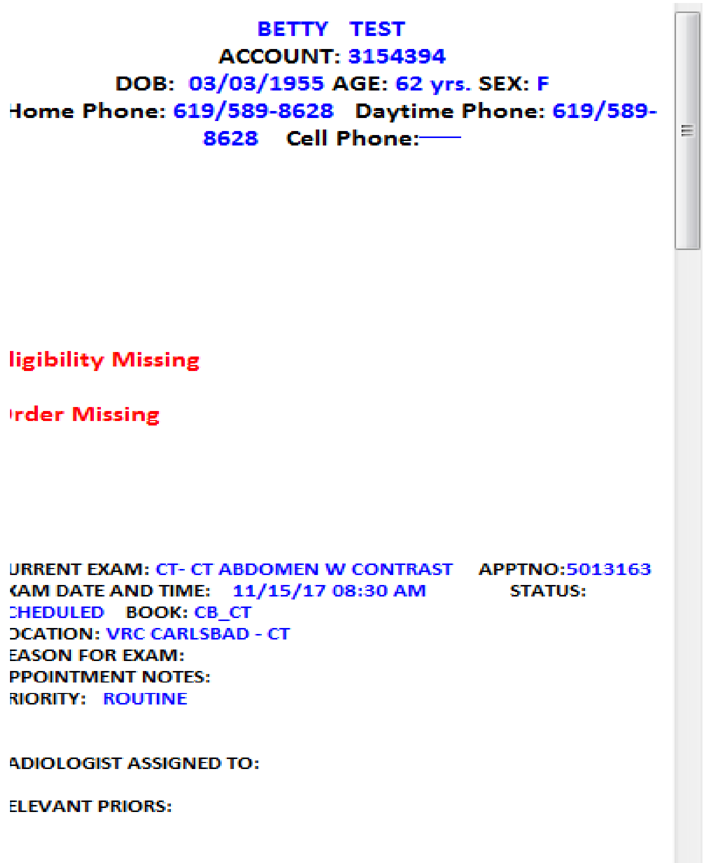
c. Verify information on the receipt. Print the receipt out for the patient and click on Save to Chart then click Exit.



Step 7: Click on STEP 2 - SCAN DOCUMENTS - Scan picture ID, Insurance card(s), signed financial and HIPPA Forms. If patient comes in with previous clinical notes or cd then scan info. and download CD. Click 'Return to FRONT DESK Tree' when finished scanning in documents.

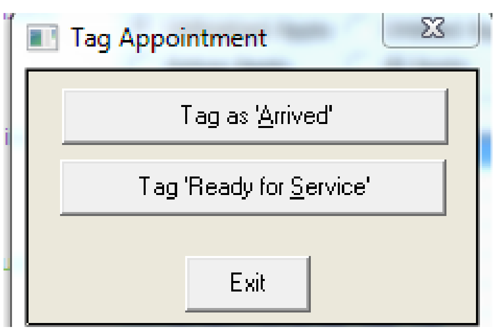


Step 8: Scroll down on the patient's chart. Look for any missing information which will display in RED. If information is in green, then all information is complete.



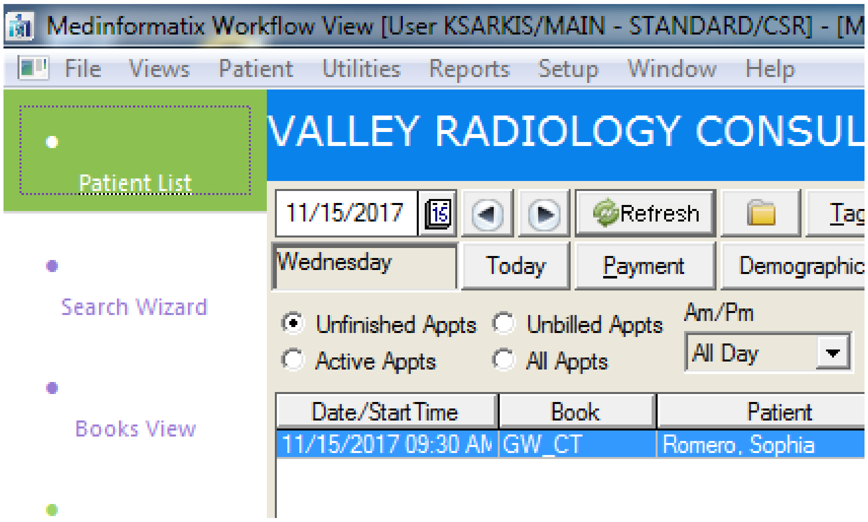
Step 9: Exit out of the chart and go back to the Master Appointment List. Make sure the patient is still highlighted.

Step 10: Click on Tag - then click on 'Tag Ready for Service' and have patient sit down to wait for the technologist.



SCENARIO 2: IF PATIENT IS NOT ON THE MASTER LIST

STEP 1: Go to the Medinformatix Workflow tree and click on Patient List



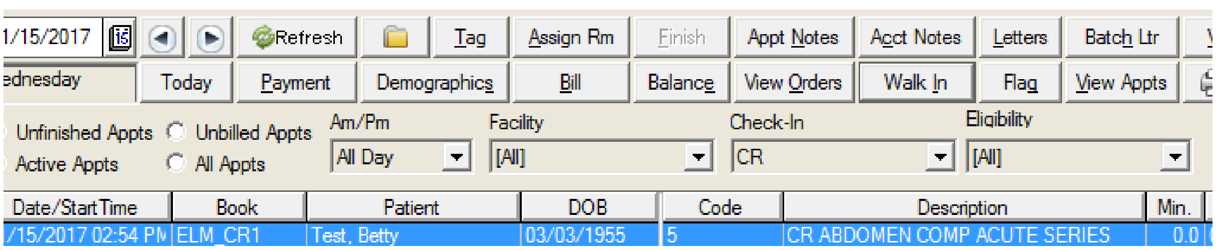
Step 2: Enter patient DOB or full name and look for your patient.

Step 3: Check the 'View Appts' screen within the patient list to see if the patient already has an appointment scheduled (may be for a different date or location).

If the patient does not have an exam scheduled, and it is not an X-Ray, refer to the **Scheduling in MedInformatix** standard operating procedure document.

WALK IN PATIENTS - X-RAY

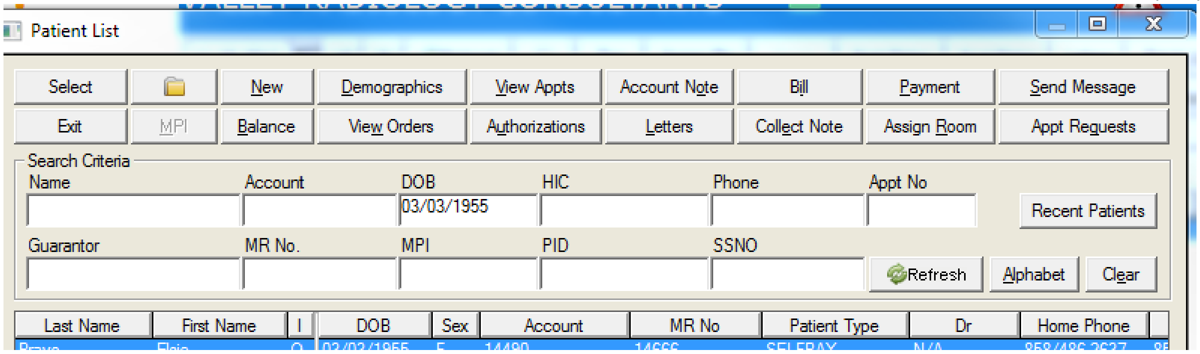
Step 1: From the Master List, click on the Walk In button.



Step 2: Enter DOB or full name to search for patient to see if they already exist in the system.

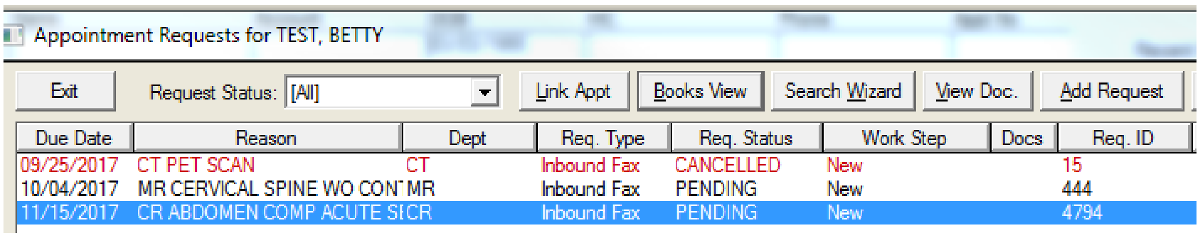
If the patient doesn't already exist, click the 'New' button and create a new demographic record for the patient.

Step 3: Once you have the patient highlighted, click on 'Appt Requests' to see if there is an order from a referring doctor in the system.

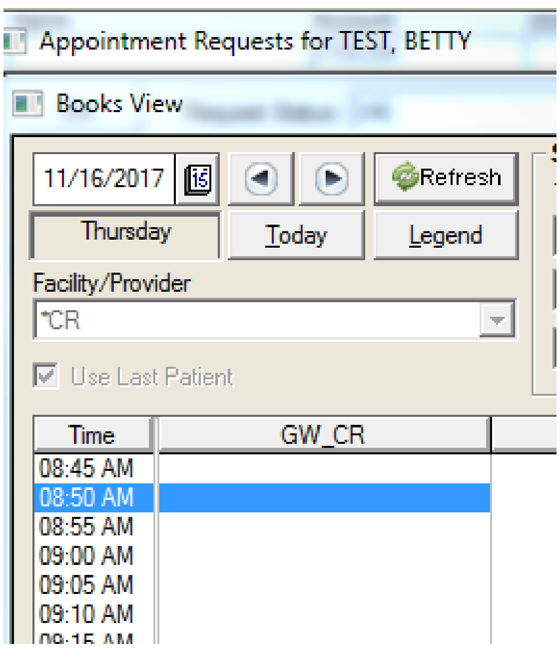


If an order exists in the Appt Request Screen:

1: Highlight the exam and click on Books View.



2: Pick the time slot that the patient came in and right click to set appointment.



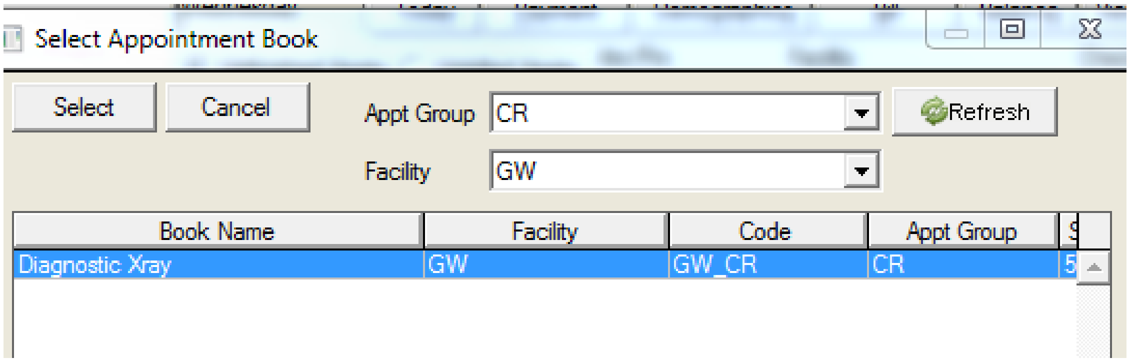
3: Make sure the referral source field shows the referring doctor and click OK.

4: Once in the patient’s chart, follow steps from scenario 1 from step 5 and on.

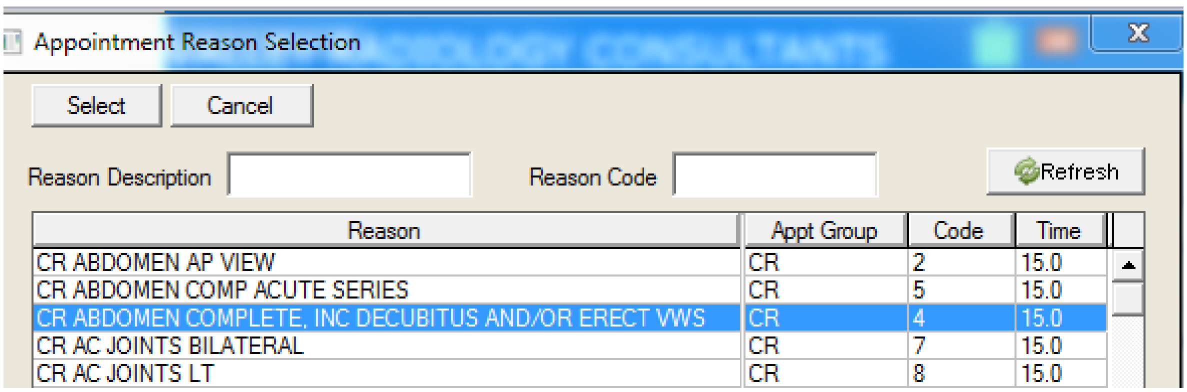
If an order does not exist in the Appt Request Screen:

Step 4: Go back to Patient List, highlight patient and click ‘Select’.

Step 5: Select the Appt Group of CR and the facility that the patient is at. Click ‘Select’.

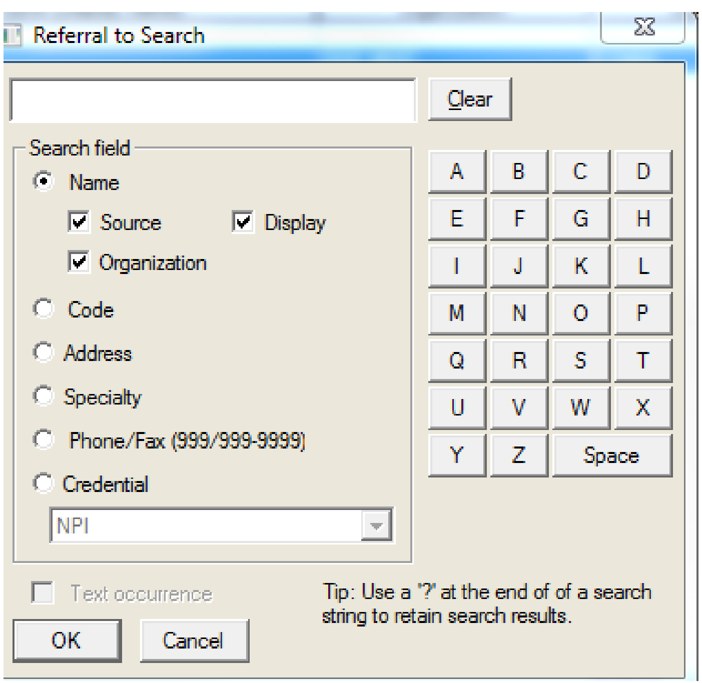


Step 6: Highlight the specific procedure then click 'Select'.



Step 7: Enter the referring doctor into the Referral Source field.

Click on 'Search'.



Step 8: Input name of Referring doctor the click OK.

Step 9: Pick the correct referring doctor, making sure it is the correct address, then click 'Select'.

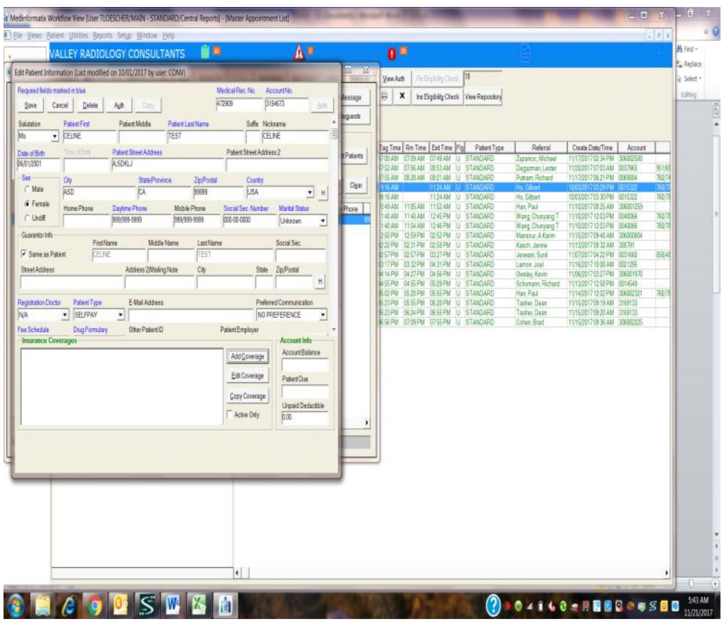
Step 10: Click 'Ok' in the Confirm Appointment screen. This will take you into the patient's chart. Once in the chart, follow steps from Scenario 1 (5-10).

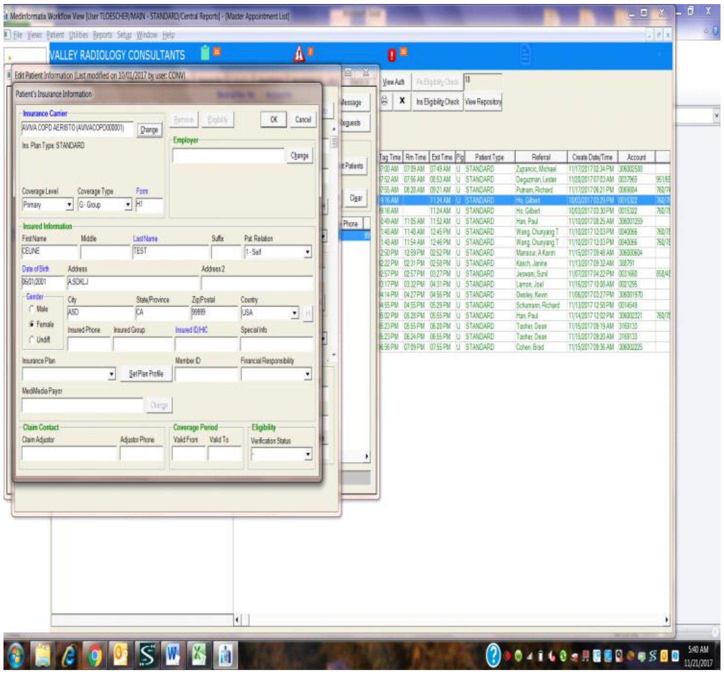
Coverage Type Selection- for Group and Lien accounts

If you are scheduling a Groupbill or Lien appointment, follow the steps below when creating the exam:

Step 1: Add the group as the patient's insurance. This way, accounting will know which group to bill.

a. Go into the patient's demographic screen.
b. Select 'Add Coverage'.
c. Add the group and use '11' as the policy number.





Step 2: Schedule the appointment using the **<u>Scheduling in MedInformatix</u>** standard operating procedure document.

Step 3: When you get to the Confirm Appointment screen (last screen in the scheduling process), change the Coverage Type dropdown to ‘G -Groupbill’ or ‘L – Lien’.

Step 4: Press ‘OK’ to schedule the exam.

<u>How to know if it is a Groupbill exam or Lien Coverage type:</u>

<u>Select Group Coverage Type For:</u>

Clinical Trials (e.g. Alliance Clinical Research, Aviva Clinical Research, etc.)

Group Read Accounts (e.g. Dr. Schiffman tech only exams, Rheumatology Center of SD, etc.)

Teleradiology Read Accounts (e.g. Universal Imaging Center, Encompass, etc.)

<u>Select Lien Coverage Type for:</u>

All Lien exams.