

Patient Registration Policy

Demographics and insurance information will be collected from all patients, and it will be verified prior the time of the scheduled appointment. All new patient paperwork needs returned to the Clinic 48 hours prior to the appointment date. We must receive medical records from the patient's previous provider prior to the appt date.

Procedure

1. Any patient being seen must be registered in our practice management system. This ensures that pertinent patient demographic and insurance data is captured in the system for billing, contracting and data analysis.
2. A new patient may pre-register at the practice by telephoning the office or by presenting at the office for purpose of scheduling an appointment. At this time, the following minimal demographic and insurance information will be collected by the practice staff:
 - Patient's name
 - Patient address
 - Home, work and cellular telephone number(s)*
 - E-mail address
 - Date of Birth*
 - Social Security number
 - Primary insurance name*
 - Policy and group numbers(s)*
 - Guarantor name*
 - Guarantor address
3. The scheduler/receptionist should ensure that all available information has been collected before the patient/guarantor ends the telephone conversation or leaves the office.
4. All new patients will be given, sent or directed to the practice Web site to download a new patient information packet that will include:
 - The practice no-show policy
 - The practice financial policy
 - New patient registration form
 - Notice of Privacy Practices
5. One day prior to the appointment, all patient registration information will be reviewed. If information is missing, the patient will be contacted regarding the missing information. The insurance will be verified with the payer and based on a review of the nature of the appointment benefits eligibility will be conducted.
6. A new patient will be fully registered 48 hours prior to the visit.

*If time does not permit collection of all this data, a telephone registration may be completed with this minimal information.