Department: Dental   **Policy Number**: HHS-5127-D

Attachments:

Policy Title: Checking In Patients

Date: February 2012   **Revised**:

Approved by: _Ginger Weyaus_   **Date**: 5/1/13

Policy Statement:

It is the policy of the MLBHHS to provide guidance and procedure for day to day processes.

Purpose:

To provide written procedures for staff in checking in patients

Procedure:

The patient will come to the dental reception window.

- Greet the patient, if you are in the middle of a task politely address the patient (I will be with you shortly).
- If paperwork needs updated hand the forms to the patient on the provided clip boards. When the patient hands the forms back you will need to verify the documents are completed, dated, and signed. If incomplete address those areas with the patient and have them completed. Place the forms into the correct locations of the patients chart.
- Verify that the patients address, phone numbers are the same. If the patients Health History has up dated address, phone number you will need to update this information in the RPMS system.
- Ask the patient if they have insurance or if there have been any changes to their insurance.
  Ask for their insurance card and make a copy of the front and back of the card. If the patient is a Mille lacs band member without insurance give them the Ameritas form with the areas to be completes highlighted for them. If the patient is not a Mille band member but from another band without insurance inform them that they are required to try to obtain insurance and give them the MA packet.
- Print a route slip and paperclip to the patients chart.

Route Slip

The route slip provides up-to-date, comprehensive information for a patient. You can use the route slip as a reminder of medical alerts, patient notes, collection information, etc. for patients being seen that day.

To print a single route slip for a patient

1. In the Appointment Book, select an appointment.

2. From the **File** menu, click **Print Route Slip**.

The **Print Route Slip** dialog box appears.

3. To send the route slip to the default printer for the Office Manager, click **Print**.

There are several areas that you will need to verify information within the patient's family file.

- Marital status: In the Marital dialog box
- Provider 1: in the Prov1 dialog box
- Provider 2: in the Prov2 dialog box
- Band member status: in the other dialog box
- Family relations: located in the patients family file under edit.
- Insurance: