WEISMAN CHILDREN'S REHABILITATION HOSPITAL (WCRH)
OUTPATIENT REHAB SERVICES MANUAL

SUBJECT: OUTPATIENT INTAKE/ADMISSION PROCESS No. 801.00

EFFECTIVE DATE: 12/2/97 Page 1 of 2
REVIEWED/REVISED: 04/23/03, 11/18/04, 12/04/05, 1/9/06, 01/08/07, 01/24/08, 01/25/09, 7/2010, 8/2011, 3/2015, 1/2018,1/2021

PURPOSE: To establish an efficient mechanism for registering outpatients and ensure effective communication to all departments.

POLICY: Patients scheduled for outpatient services complete the admission process prior to the time of the initial outpatient visit with the Intake Coordinator. Registration is completed at the time of the appointment with the outpatient Receptionist.

PROCEDURE:

1. Initial Intakes are received by Intake Coordinator via phone or in person. All pertinent information is obtained and entered in EMR; including but not limited to, demographics, insurance information, verifications and related clinical information. Admission forms are mailed or delivered to family for completion.

2. Upon arrival at the facility, the patient and the family are directed to reception desk where the receptionist reviews with the patient and family the necessary forms required to enter into the Medical Record to begin treatment.

3. A Medical Record is begun which includes the following documents:

   A. HIPAA Consumer Rights
   B. Consent to Use and Disclosure of Protected Health Information
   C. Consent for Care and Treatment
   D. Consent to Representation in Appeals
   E. Patient Insurance Info
   F. Payment Policy
   G. Letter of Agreement
   H. Copy of Insurance Card(s)
   I. Photo ID
   J. Physician Prescription(s)
   K. Referral from Primary Physician if required
   L. Copies of related diagnostic studies, evaluations, discharge summaries, etc. if available.

4. The receptionist scans all documents into the child's electronic medical record in the attachments section of the chart.

5. Each family is provided with a folder, by the treating therapist, containing a copy of the Episodic Care Brochure, Attendance Policy, Consent for Care and Treatment, HIPAA Consumer Rights, Letter of Agreement and general info.

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Director of Outpatient Services	Date	Administrator	Date