

## RSA Registration Workflows

### Workflow 1— The patient has an existing account with the current month's RSA suffix.

An account number already exists in Registration Workstation (RWS) with the current month's RSA suffix.

1. Click on **Admit/Registration**
2. Click on **Visit Notification**

The screenshot shows the Registration Workstation (RWS) interface. The top bar displays 'KU030PC' on the left, 'UAMSTEST, NAKITA L' in the center, and 'R -ORTHOPAEDICS 0000' on the right. The date and time '06/28/07 22:25' are in the top right corner, and the account number '020020199-7177' is in the bottom right corner. The main area contains several icons for different functions: 'Census Information', 'Admit / Registration' (highlighted), 'Discharge / Departure', 'Transfer / LOA', 'Other PM Functions', 'Master File Maintenance', 'Support File Maintenance', and 'Pre-Registration Process'. A right-hand pane titled 'Admit / Registration' contains a list of options: 'BOOKING CANCEL', 'BOOKING VISIT', 'BOOKING VISIT UPDATE', 'RESERVATION', 'RESERVATION CANCEL', 'PRE-ADMIT', 'PRE-ADMIT CANCEL', 'ADMISSION', 'ADMIT QUICK', 'ADMIT NEWBORN', 'ADMISSION CANCEL', 'ADMIT/REGISTRATION CANCEL', 'E/R REGISTRATION', 'E/R REGISTRATION QUICK', 'E/R REGISTRATION CANCEL', 'O/P REGISTRATION', 'O/P REGISTRATION RAPID', 'O/P REGISTRATION CANCEL', 'INSTITUTION REGISTRATION', 'REFERENCE REGISTRATION', 'O/P REG QUICK', 'INS. INQUIRY FOR GUI', 'VISIT NOTIFICATION' (highlighted), 'VISIT NOTIFICATION CANCEL', and 'INCOMPLETE RECORD DELETE'. A status bar at the bottom left shows a warning icon and the message 'Prior CPI UPDATE was Canceled'. The bottom right corner has buttons for 'SignOff', 'Change Organization', 'Inst:', 'Pav:', 'Entity:', and 'OK'.

3. Select the appropriate patient.

01.	UAMSTEST, ABBIE C	AR	020020369
02.	UAMSTEST, KATHERINE	AR	020019506
03.	UAMSTEST, CARMILLA S	AR	020020172
04.	UAMSTEST, CARMILLA S	AR	020020261
05.	UAMSTEST, ELVIS	AR	020020342
06.	UAMSTEST, MARY	AR	020020350
07.	UAMSTEST, NAKITA L	AR	020020199
08.	UAMSTEST, SHERRY	AR	020020318

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### 4. Select the appropriate account.\*

\*If the account you are looking for does not exist, go to Workflow 2.

01.	7187	OAC	E	07/03/07	C	A	NEUM	07/03/07	ALHINTI, JOMANA
		NEU							
02.	7869	OCR	E	07/03/07	C	A	MONC	07/03/07	HUTCHINS, LAURA
		MED							
03.	7185	OV	E	05/31/07	C	A	UPMG	05/31/07	CHEEK, ROBERT
		MED							

### 5. Complete the information on the Visit Notification screen.

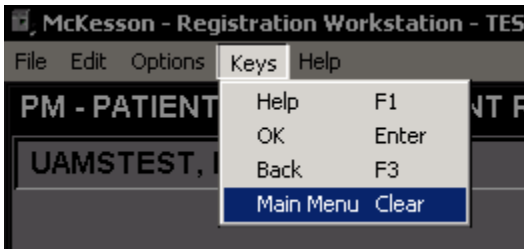
PM - VISIT NOTIFICATION - VISIT NOTIFICATION YA276NZ (VSNT)				A A AA		07/09/07 15:27			
UAMSTEST, HOLLY R			CR-ACRC RSA		7889		020020407-7869		
Sched.Date :	07/03/07	Time :	12:42	Re-Reg Dte :	07/03/07				
Visit Date :	07/03/07	Time :	08:00	Type :	C	Source :	C		
Location :	MONC	Room :		Bed :		Service :	MED		
Atn :	001181	HUTCHINS, LAURA	Dx :						
Pat.Class :	<input type="radio"/> ALL OTHER		Disc :	<input type="checkbox"/>	F/C :	<input checked="" type="checkbox"/> SELF PAY - USA	Registrn Date :	07/03/07	
<b>VISIT DATE :</b>	<input type="text"/>	<b>TIME :</b>	<input type="text"/>	<b>TYPE :</b>	C-CHARGE	<b>SOURCE :</b>	C-Clinic Referral	<b>SERVICE :</b>	MED
<b>LOCATION :</b>	MONC	Room :	<input type="text"/>	Bed :	<input type="text"/>	Acn :	<input type="text"/>	Mode of Arrival :	<input type="text"/>
<b>ATN :</b>	001181	HUTCHINS, LAURA	Dx :	<input type="text"/>					
<b>Pat Class</b>	<input checked="" type="radio"/>	Discount :	<input type="text"/>	Charge Type :	<input type="text"/>				
<b>Chief Complaint :</b>	<input type="text"/>								
<b>Procedure Text :</b>	<input type="text"/>								
<b>Onset Date :</b>	<input type="text"/>	<b>Time :</b>	<input type="text"/>	<b>Px :</b>	<input type="text"/>	<b>Mod :</b>	<input type="text"/>	<input type="text"/>	
<b>Surg :</b>	<input type="text"/>	<b>Proc Date :</b>	<input type="text"/>	<b>Lmp Date :</b>	<input type="text"/>				
<b>Type :</b>	<input type="text"/>	<b>Date :</b>	<input type="text"/>	<b>Time :</b>	<input type="text"/>				
<b>Place :</b>	<input type="text"/>			<b>Nature :</b>	<input type="text"/>				
<b>Police Notified By :</b>	<input type="text"/>			<b>Brought In By :</b>	<input type="text"/>				
<b>Fam.Phys :</b>	001181	<b>Name :</b>	HUTCHINS, LAURA	<b>Phone :</b>	501	6868511			
<b>WARNING: REGISTRATION HAS EXPIRED, A/C SHOULD BE RE-REGISTERED</b>									
<input type="button" value="Departure"/>								<input type="button" value="OK"/>	

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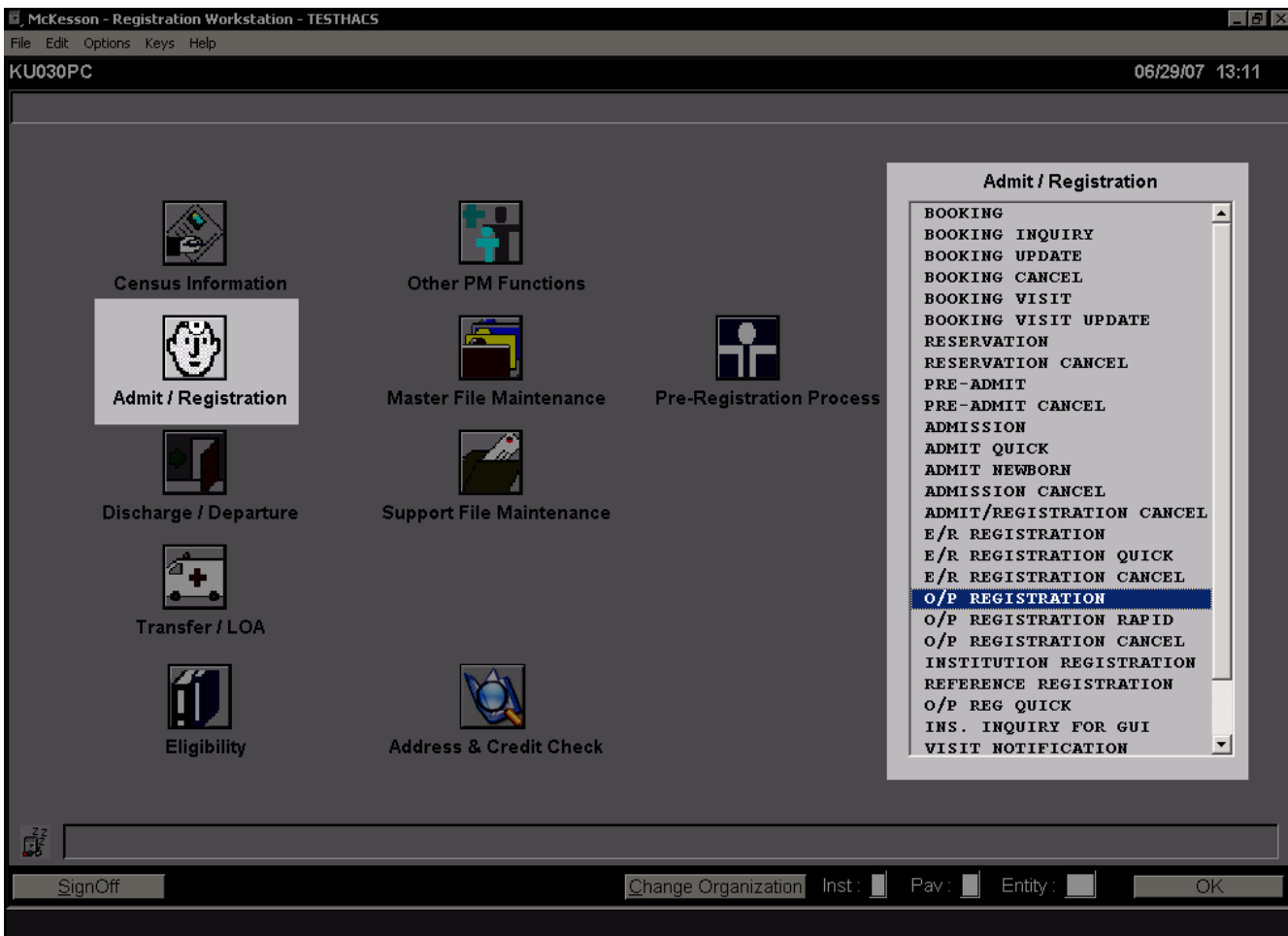
### Workflow 2—The patient does not have an existing account in RegWVs with the current month's RSA suffix.

This workflow will occur when a patient does not have an account set up in RWS with the current month's RSA suffix. The patient may or may not be scheduled in PHS.

1. Complete steps 1-4 from Workflow 1.\*  
\*No account exists.
2. Click on **Keys** and **Main Menu**.



3. Click on **Admit/Registration**.
4. Click on **O/P Registration**.

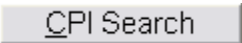


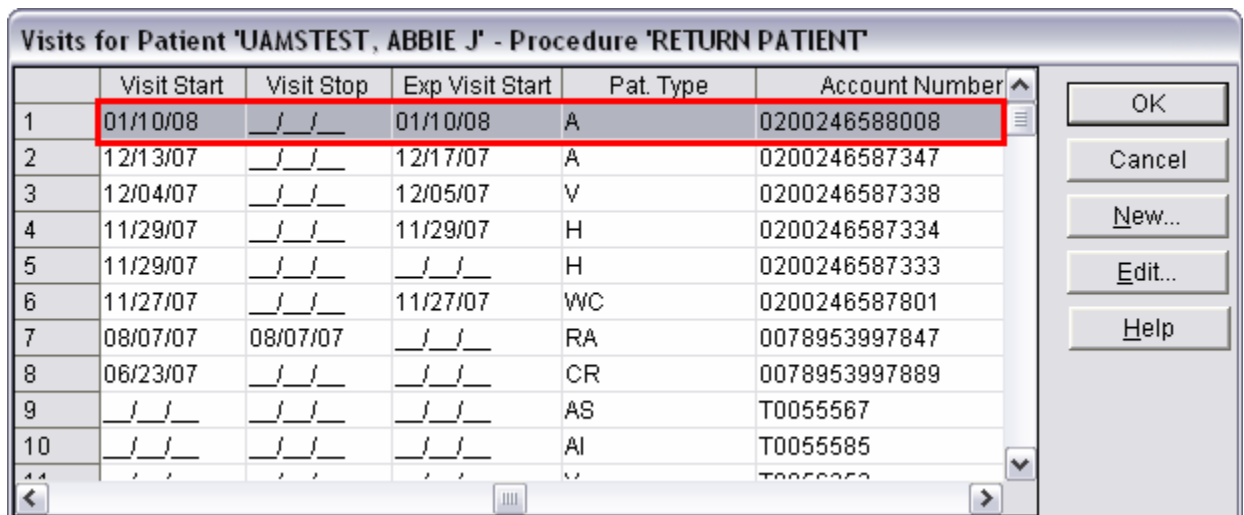


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### Workflow 3—Patient is NOT scheduled in PHS and NOT Registered in RWS

This will be the typical workflow for **Walk-in patients**. The patient is not on the schedule in PHS and does not have a pre-account in RWS. The patient could be new to UAMS or an existing patient. To ensure proper scheduling and registration, refer to both the PHS and RWS Training Manuals.

1. **Register** the patient in **RegWS** using O/P Registration first.
  - a. There will NOT be an appropriate booking record to select.
  - b. Click on **CPI Search** or hit **PF9 key** to bypass the Booking Selection Screen.  

  - c. At the end of the registration, make sure the **Visit Date** field is populated. If it is not populated, a Visit Notification will NOT occur.
  - d. When registration is complete, make a note of the patient's account number.
2. **Schedule** the patient in **PHS**.
  - a. Be sure to accurately complete the Visit Management:
    1. Click **Find Visit**.
    2. Scroll to the right and select the account number that was created in step 1.
      - a. You will see both a **Visit Start** and **Exp Visit Start** date.



Visits for Patient 'UAMSTEST, ABBIE J' - Procedure 'RETURN PATIENT'

	Visit Start	Visit Stop	Exp Visit Start	Pat. Type	Account Number
1	01/10/08	__/__/__	01/10/08	A	0200246588008
2	12/13/07	__/__/__	12/17/07	A	0200246587347
3	12/04/07	__/__/__	12/05/07	V	0200246587338
4	11/29/07	__/__/__	11/29/07	H	0200246587334
5	11/29/07	__/__/__	__/__/__	H	0200246587333
6	11/27/07	__/__/__	11/27/07	WC	0200246587801
7	08/07/07	08/07/07	__/__/__	RA	0078953997847
8	06/23/07	__/__/__	__/__/__	CR	0078953997889
9	__/__/__	__/__/__	__/__/__	AS	T0055567
10	__/__/__	__/__/__	__/__/__	AI	T0055585

3. Click **OK**.
4. Schedule the patient.

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### Workflow 4—Appointments which have a Pre-Account or Pre-Registration

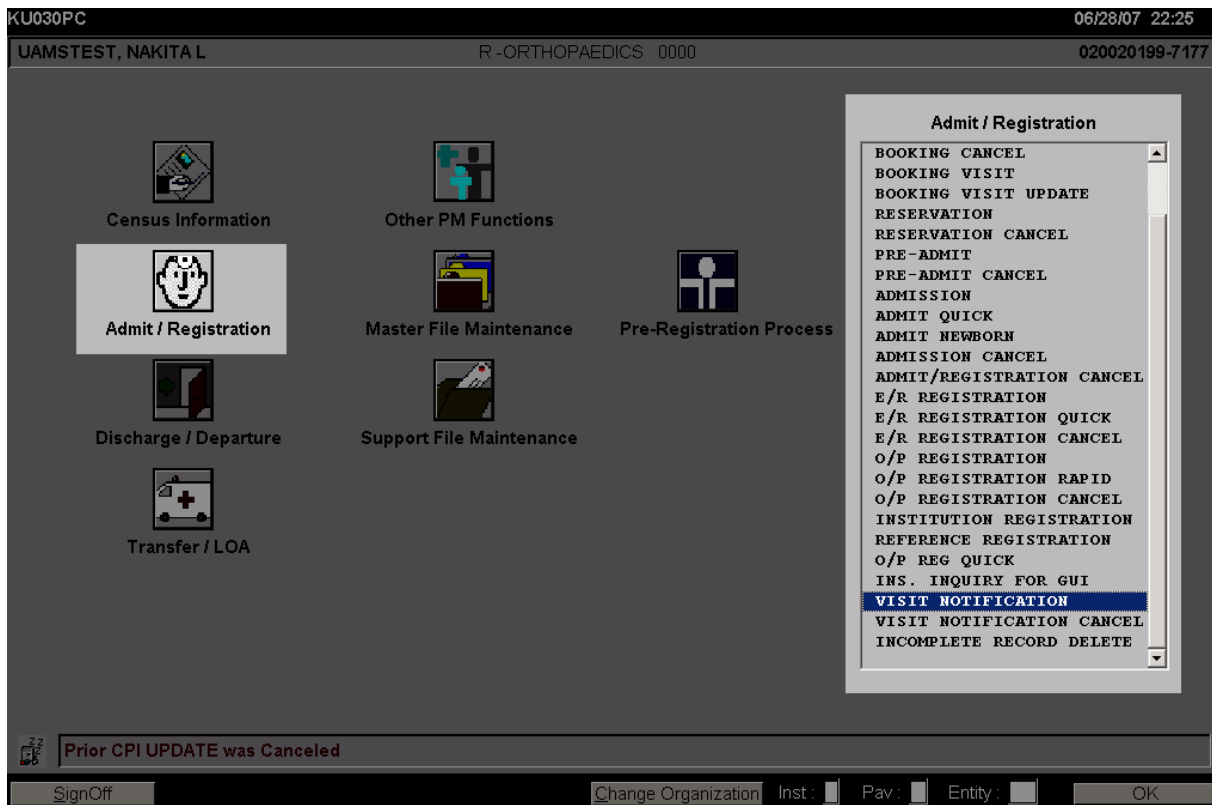
An account number already exists in Registration Workstation (RWS), and there is no Booking Record because a pre-account\* or pre-registration\*\* has been occurred.

\*Definition: A pre-account is when an account has been created in Registration Workstation prior to the patient's arrival, but the information has not been verified by the patient.

\*\*Definition: A pre-registration is when an account has been created in Registration Workstation prior to the patient's arrival, and the information has been verified by the patient, and typically insurance verification has already occurred.

**IMPORTANT NOTE:** A pre-account or pre-registration should ONLY occur during the current month to ensure that the correct suffix is utilized.

1. Click on **Admit/Registration**
2. Click on **Visit Notification**



3. Select the appropriate patient.

01.	UAMSTEST, ABBIE C	AR	020020369
02.	UAMSTEST, KATHERINE	AR	020019506
03.	UAMSTEST, CARMILLA S	AR	020020172
04.	UAMSTEST, CARMILLA S	AR	020020261
05.	UAMSTEST, ELVIS	AR	020020342
06.	UAMSTEST, MARY	AR	020020350
07.	UAMSTEST, NAKITA L	AR	020020199
08.	UAMSTEST, SHERRY	AR	020020318

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### 4. Select the appropriate account.\*

\*If the account you are looking for does not exist, go to Workflow 2.

01. 7177 OR E S06/26/07 C ORT	A ORTC 06/26/07 HASAN, SYED A
02. 7178 OV E S06/26/07 C MED	A UPMG 06/26/07 CHEEK, ROBERT

### 5. Complete the information on the Visit Notification screen.

PM - VISIT NOTIFICATION - VISIT NOTIFICATION YA276NZ (VSNT)		A A AA		01/10/08 10:25	
UAMSTEST, ABBIE J		A -ANCILLARY 0000		020024658-8008	
Sched.Date:	01/08/08	Time:	12:00	Re-Reg Dte:	01/15/08
Visit Date:	/ /	Time:	:	Type:	C
Location:	EYEB	Room:		Bed:	
Atn:	002645 KNIGHT, DANIEL A	Dx:		Source:	C
Pat.Class:	<input type="radio"/> ALL OTHER	Disc:	<input type="checkbox"/>	F/C:	E SELF PAY - USA
				Service:	OLA
				Exp.Dlvry Dte:	/ /
					Registn Date: 01/08/08
<b>VISIT DATE:</b>		<b>TIME:</b>		<b>TYPE:</b>	C-CHARGE
<b>LOCATION:</b>	EYEB	<b>SOURCE:</b>	C-Clinic Referral	<b>SERVICE:</b>	OLA
<b>ATN:</b>	002645 KNIGHT, DANIEL A	<b>Mode of Arrival:</b>			
<b>Pat Class</b>	<input type="radio"/>	<b>Discount:</b>		<b>Charge Type:</b>	
<b>Chief Complaint:</b>	xxx				
<b>Procedure Text:</b>					
<b>Onset Date:</b>		<b>Time:</b>		<b>Px:</b>	
<b>Surg:</b>		<b>Proc Date:</b>		<b>Lmp Date:</b>	
<b>Type:</b>		<b>Date:</b>		<b>Time:</b>	
<b>Place:</b>		<b>Nature:</b>			
<b>Police Notified By:</b>		<b>Brought In By:</b>			
<b>Fam.Phys:</b>	2645	<b>Name:</b>	NIEL A	<b>Phone:</b>	563
<input type="button" value="Departure"/> <input type="button" value="Dx/Px Update"/> <input type="button" value="OK"/>					

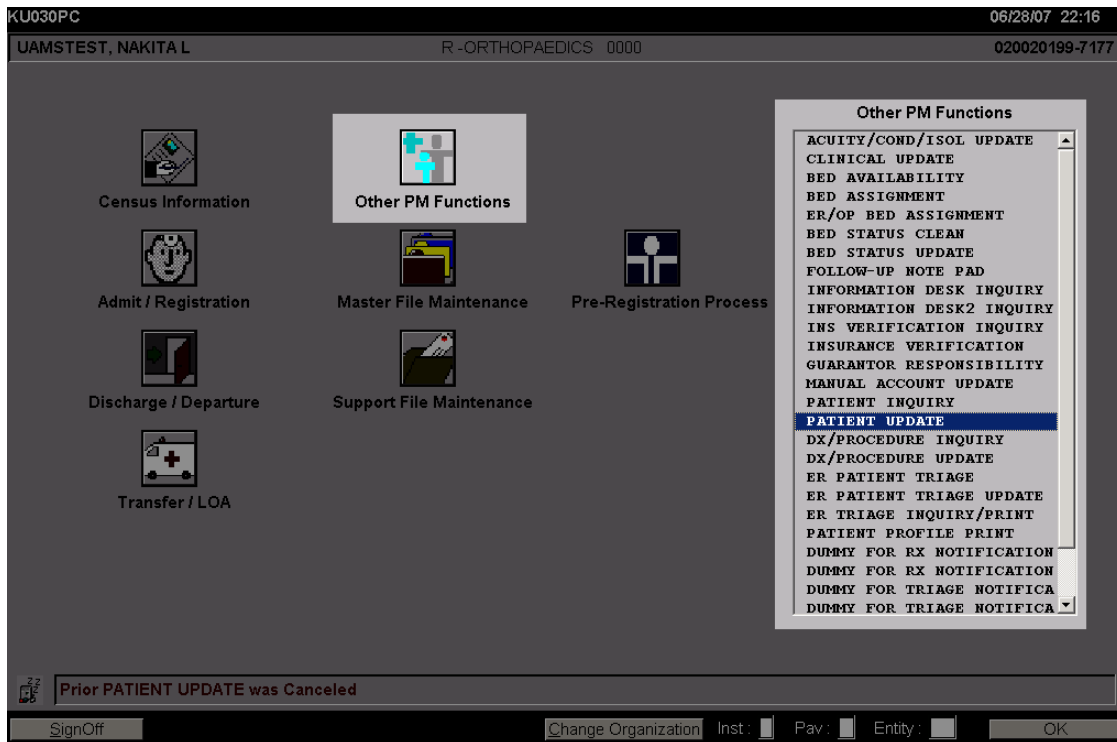


Stop here only if the account has been pre-registered. This means that all information was previously reviewed with and verified by the patient prior to their arrival. Otherwise, it is considered a pre-account, and you must continue to Step 6.

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6. Click on **Other PM Functions**

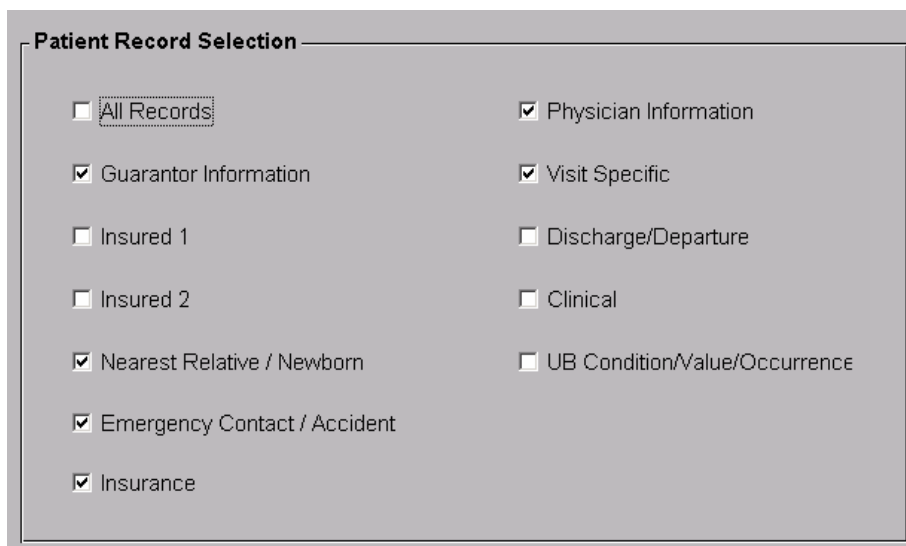
7. Click on **Patient Update**



8. At the bottom left click on **Same Account**.

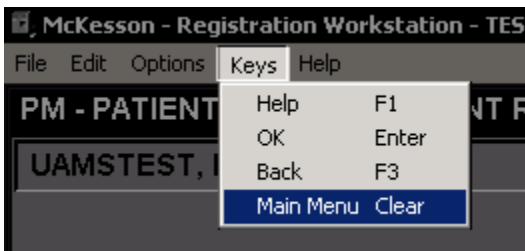
Same Account

9. Update patient's information in the following screens: Guarantor Information, Nearest Relative/Newborn, Emergency Contact/Accident, Insurance, Physician Information, and Visit Specific.



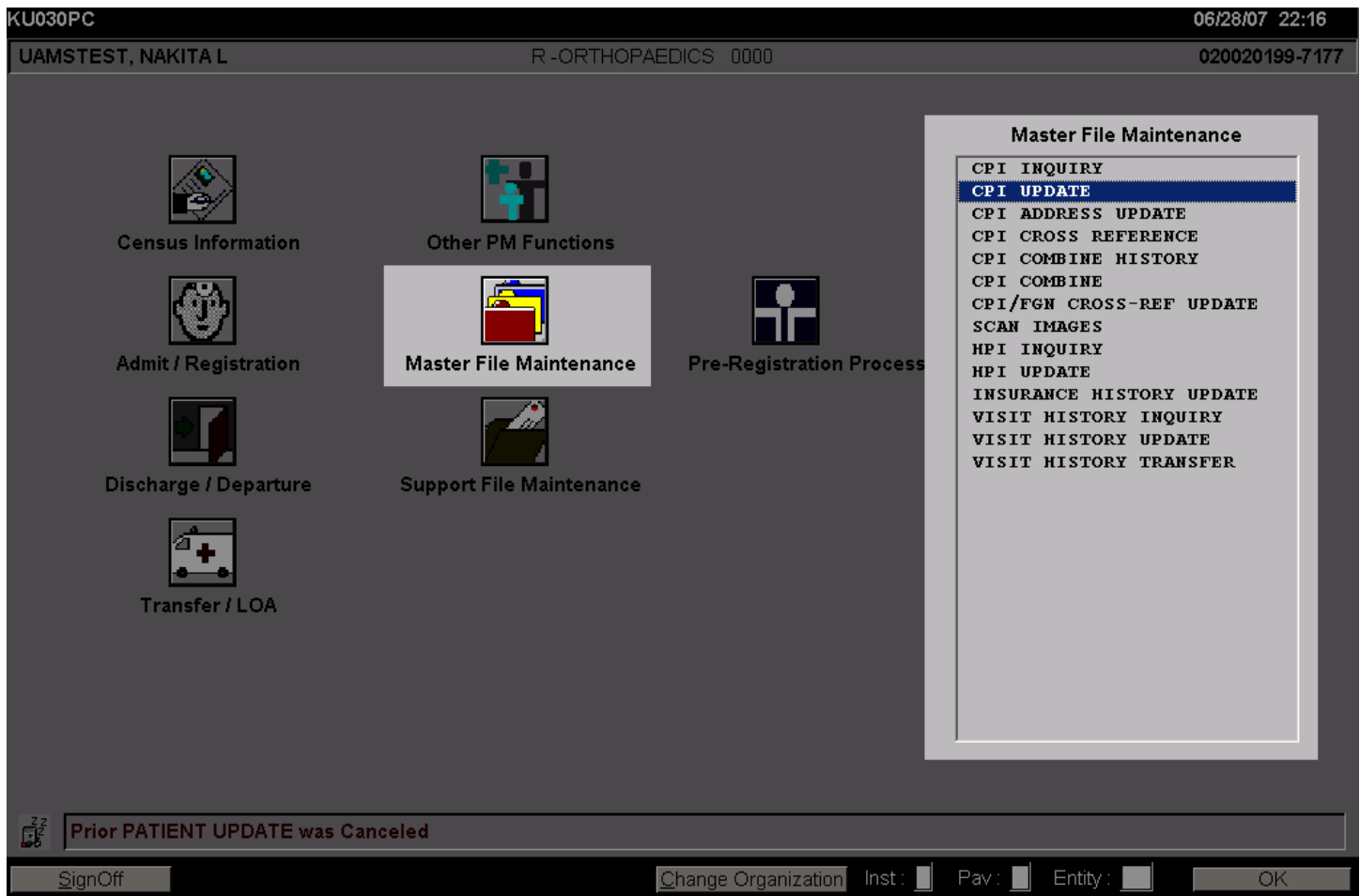
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10. Click on **Keys** and **Main Menu**.



11. Click on **Master File Maintenance**

12. Click on **CPI Update**



13. At the bottom left click on **Same Account**.

Same Account

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14. Update all CPI information

15. Click on **Keys** and **Main Menu**.

