

## Single Visit Account Registration Workflows

### Workflow 1—Appointments which have a Pre-Account, Pre-Registration, or a Visit Notification

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

\*\*\*Definition: A visit notification is when a patient arrives for their appointment, and the registration staff has performed the visit notification function (VSNT).

1. Click on **Admit/Registration**

2. Click on **Visit Notification**

KU030PC 06/28/07 22:25  
UAMSTEST, NAKITA L R-ORTHOPAEDICS 0000 020020199-7177

**Admit / Registration**

- 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**
- VISIT NOTIFICATION CANCEL
- INCOMPLETE RECORD DELETE

Prior CPI UPDATE was Canceled

SignOff Change Organization Inst: Pav: Entity: 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.

- The S in front of the date of service signifies that a Visit Notification (VSNT) has not occurred. If this is the case, continue on to **step 5**.



Stop here if the account you are looking for does not have an **S** in front of the date of service. This means that the account has already been Visit Notified.

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

Visit	Ppt	Fc	Adm/Vis	Type	Dis/Dep	Dis	Pav	Loca	Reference	Film	Date
Srv	Dmsg	Other	A/C#	Hb	Cls	From	Thru	Reg	Dte	Physician	
01.	8016	OA	C	S12/20/07	C			A	MED		
	MED								01/16/08	HUTCHINS, LAURA	
02.	7759	OCR	C	S12/13/07	C			A	FCM		
	MED								12/01/07	SMITH, CHARLES W	
03.	7270	OAC	C	S10/03/07	C			A	EYEB	I	
	HEU								09/27/07	CHEEK, ROBERT	
04.	7847	ORA	A	S08/07/07	C	08/07/07	1	A	INF		
	MED								07/13/07	MAKHOUL, ISSAM	
05.	7849	OPS	R	S07/11/07	C			A	MED	I	
	PSY								07/01/07	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	Source:	C	Service:	OLA
Location:	EYEB	Room:		Bed:		Acm:		Exp Dlvry Dte:	/ /
Atn:	002645	KNIGHT, DANIEL A		Dx:					
Pat Class:	<input type="radio"/> ALL	<input type="radio"/> OTHER	Disc:	<input type="checkbox"/>	F/C:	<input type="checkbox"/> E	SELF PAY - USA	Registrn Date:	01/08/08
VISIT DATE:		TIME:		TYPE:	C-CHARGE	SOURCE:	C-Clinic Referral	SERVICE:	OLA
LOCATION:	EYEB	Room:		Bed:		Acm:		Mode of Arrival:	
ATN:	002645	KNIGHT, DANIEL A		Dx:					
Pat Class:	<input type="radio"/> ALL	<input type="radio"/> OTHER	Discount:	<input type="checkbox"/>	Charge Type:				
Chief Complaint:	xxx								
Procedure Text:									
Onset Date:		Time:		Px:		Mod:			
Surg:		Proc Date:		Lmp Date:					
Type:		Date:		Time:					
Place:		Nature:							
Police Notified By:		Brought In By:							
Fam.Phys:	2645	Name:	NIEL A	Phone:	563				
<input type="button" value="Departure"/> <input type="button" value="Dx/Px Update"/> <input type="button" value="OK"/>									

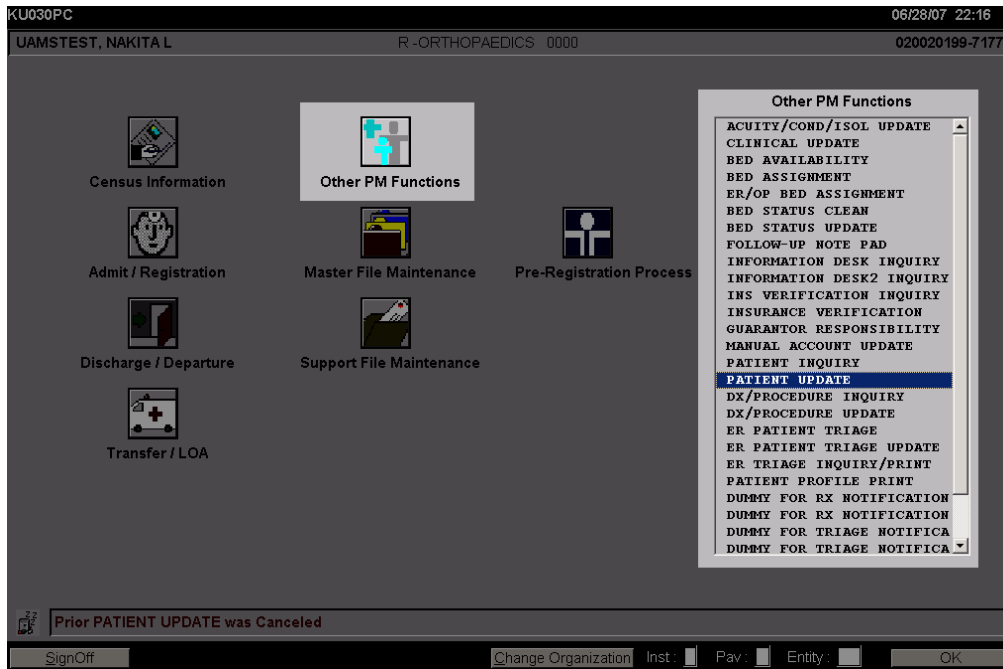


Stop here only if the account has been pre-registered. This means that all information was previously reviewed with and verified by the patient prior to their arrival. Otherwise, it is considered a pre-account, and you must continue to Step 6.

## Single Visit Account Registration Workflows

6. Click on **Other PM Functions**

7. Click on **Patient Update**



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

Same Account

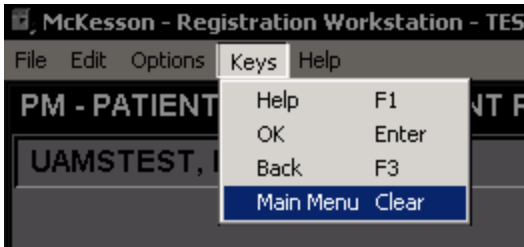
9. Update patient's information in the following screens: Guarantor Information, Nearest Relative/Newborn, Emergency Contact/Accident, Insurance, Physician Information, and Visit Specific.

**Patient Record Selection**

<input type="checkbox"/> All Records	<input checked="" type="checkbox"/> Physician Information
<input checked="" type="checkbox"/> Guarantor Information	<input checked="" type="checkbox"/> Visit Specific
<input type="checkbox"/> Insured 1	<input type="checkbox"/> Discharge/Departure
<input type="checkbox"/> Insured 2	<input type="checkbox"/> Clinical
<input checked="" type="checkbox"/> Nearest Relative / Newborn	<input type="checkbox"/> UB Condition/Value/Occurrence
<input checked="" type="checkbox"/> Emergency Contact / Accident	
<input checked="" type="checkbox"/> Insurance	

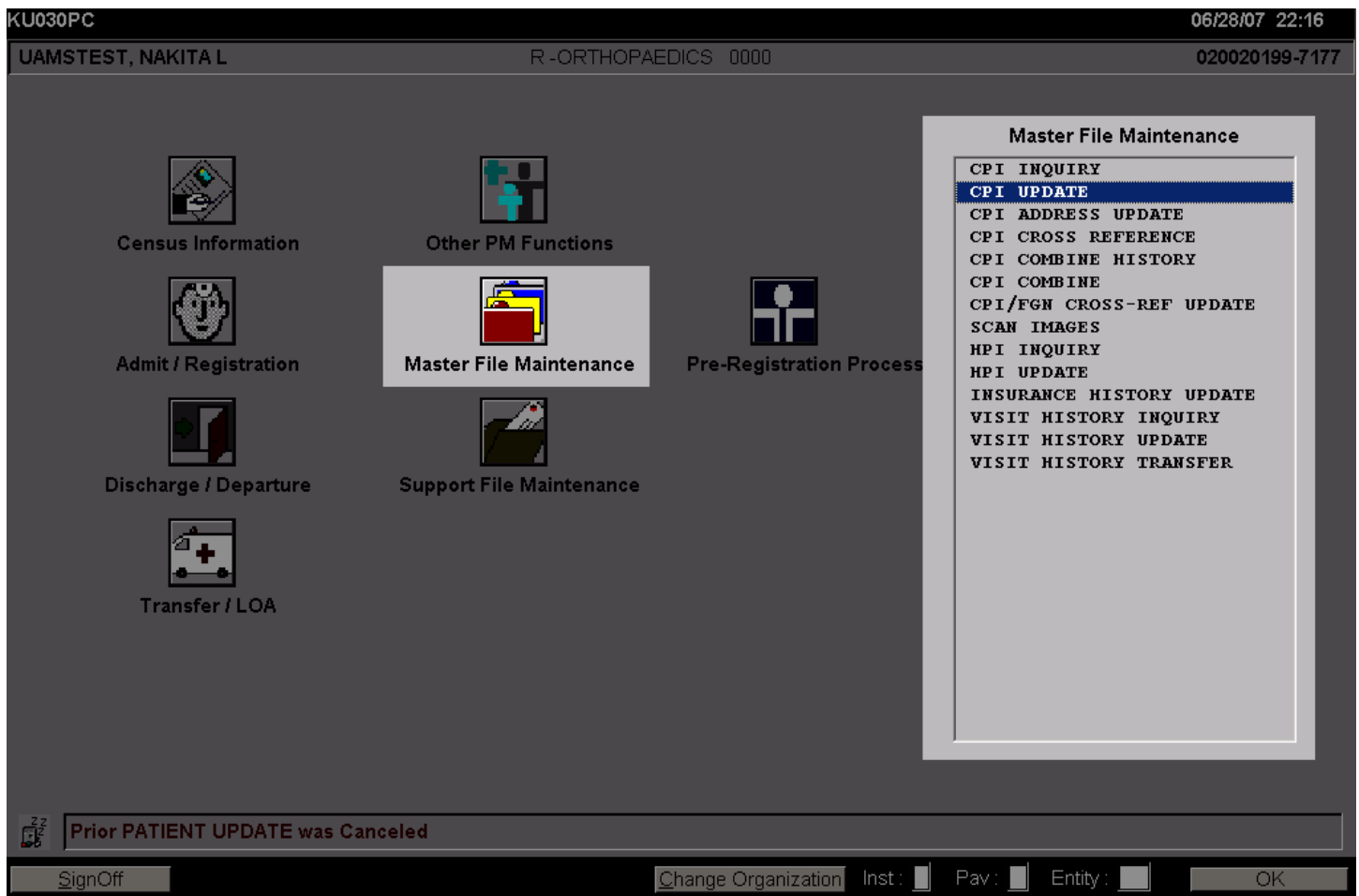
## Single Visit Account Registration Workflows

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



11. Click on **Master File Maintenance**

12. Click on **CPI Update**



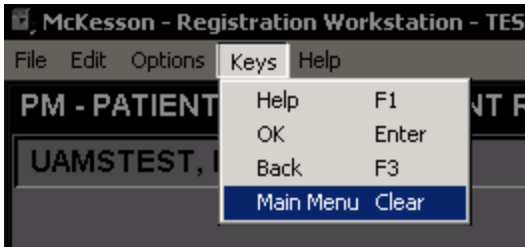
13. At the bottom left click on **Same Account**.

14. Update all CPI information

## Single Visit Account Registration Workflows

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

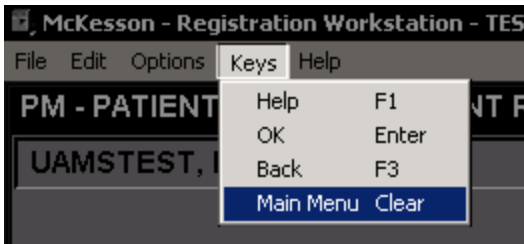


## Single Visit Account Registration Workflows

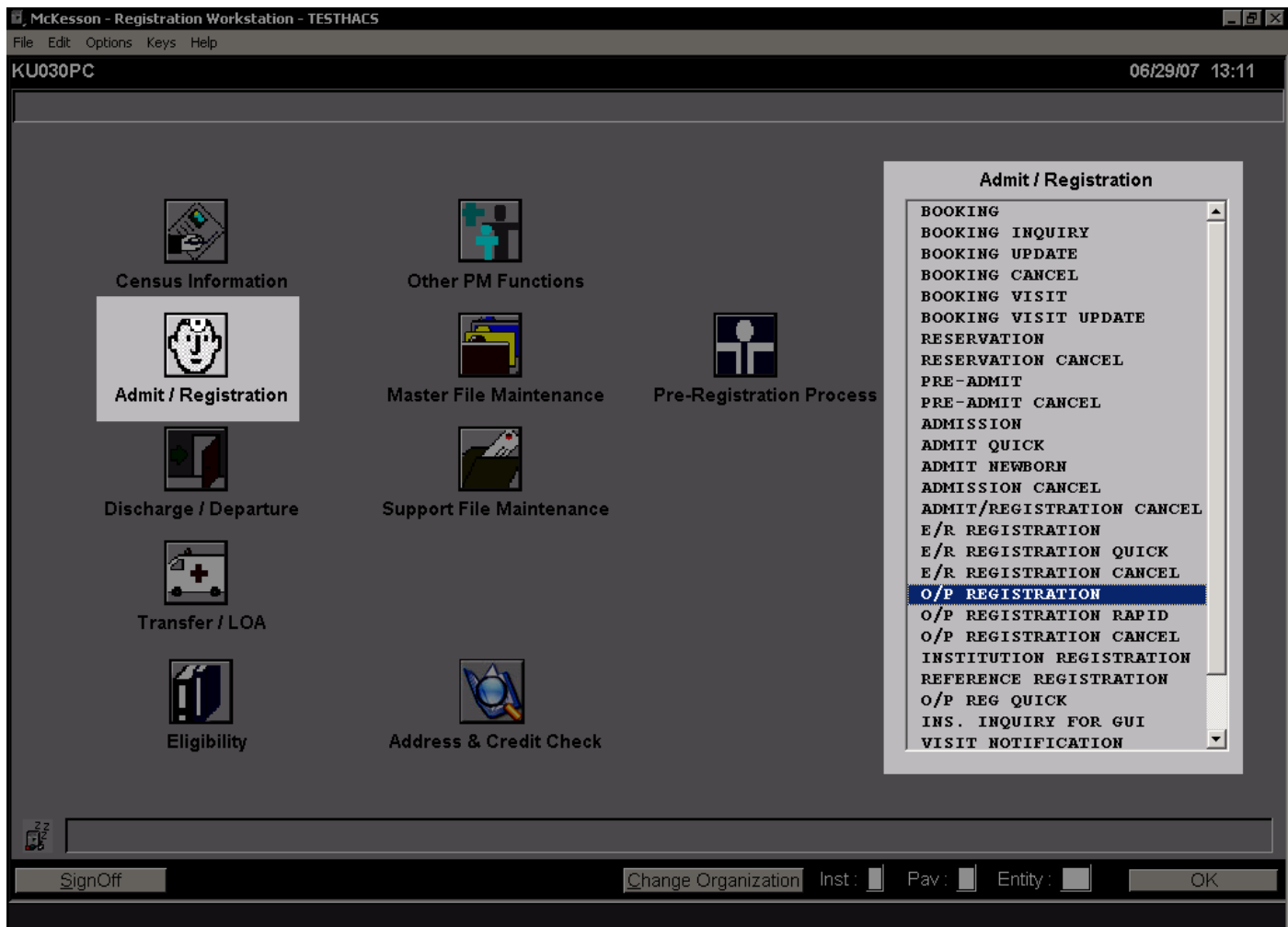
### Workflow 2—The patient does not have an existing account in RegWS

This workflow will occur when a patient does not have a pre-account set up in RegWS. 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**.



## Single Visit Account Registration Workflows

5. Enter patient search parameters.

**NOTE:** It is vital that patient search parameters are entered rather than clicking on *Enter* or hitting *F9*. If you do not enter patient search parameters, the Booking Selection screen will be bypassed.

6. Select the appropriate patient.

7. Select the appropriate patient type.

8. Click **ok**.

9. If the *appropriate* booking record exists, complete an **O/P Registration**.

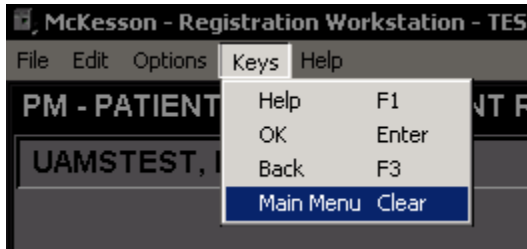
- Make sure the **Visit Date** field is populated. If it is not populated, a Visit Notification will NOT occur.

PM - O/P REGISTRATION - VISIT SPECIFIC-OUTPATIENT YA270NZ (OPR) A A AA				01/10/08 11:52	
UAMSTEST, DAISY BEAR		A -ANCILLARY 0000		020030089-8010	
Scheduled Date :	<input type="text"/>	Time :	<input type="text"/>	<b>NOTE:</b> When performing an OPR, the Visit Date automatically populates in RegWS. This is what triggers the Visit Notification. If you enter a Scheduled Date here, it will blank out the Visit Date, and therefore a Visit Notification will not occur.	
Visit Date :	011008	Time :	1141		
VISIT TYPE :	C-CHARGE				
VISIT SOURCE :	C-Clinic Referral				
HOSPITAL SERVICE :	<input type="text"/>			<b>Consents Forms</b>	
Visitor Status :	<input type="text"/>			<input type="checkbox"/> Medical	
Mode of Arrival :	<input type="text"/>			Info Release Ind : <input type="text"/>	
Pat Class	<input type="text"/>			<b>Print Options</b>	
Patient Note :	<input type="text"/>			Patient Visit Profile : 01	
LOCATION :	<input type="text"/>	Room :	<input type="text"/>	Bed :	<input type="text"/>
Info Given By :	<input type="text"/>	Acm :	<input type="text"/>	Patient Plates :	01
RE-REGISTRATION DATE :	011008			MSP Questionnaire :	00
Registration Date :	011008	.	1141		
<input type="text"/>					
Departure				OK	

10. If the *appropriate* booking record does not exist, click on **Keys** and **Main Menu**, and go to Workflow 3.

## Single Visit Account Registration Workflows


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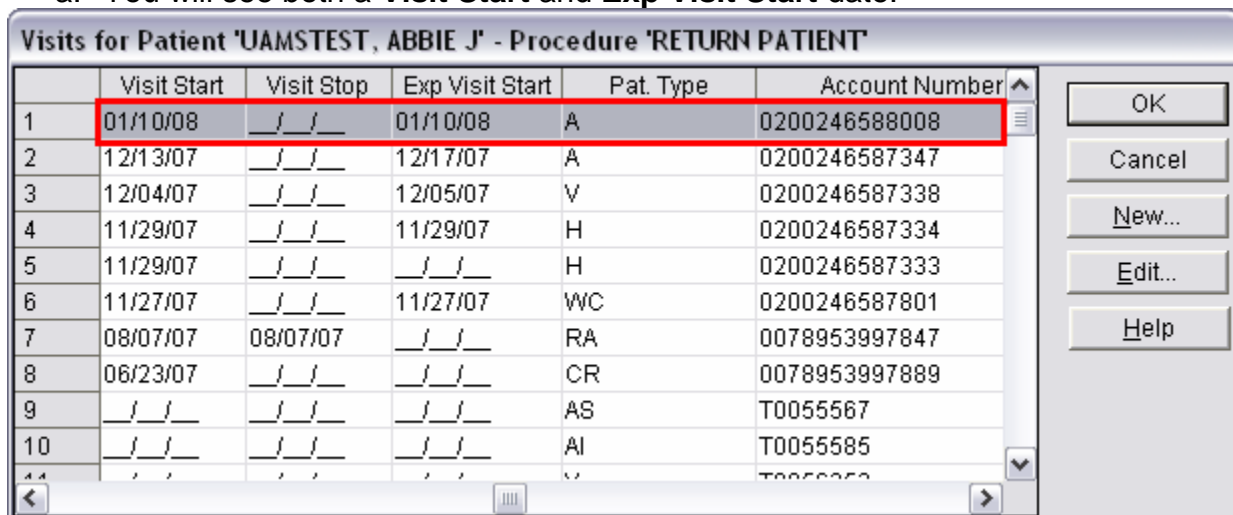


## Single Visit Account Registration Workflows

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

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 RegWS. The patient could be new to UAMS or an existing patient. To ensure proper scheduling and registration, refer to both the PHS and RegWS 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.



	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.