**THE EYE INSTITUTE FOR MEDICINE & SURGERY**

**POLICY/PROTOCOL**

**DR. VAISHNAV CHARTS TO BE WORKED UP**

05112012

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Applies to: All Employees

It is Dr. Vasihnav's desire that his patients not wait unduly before having their charts placed up to work up.

There are however certain issues that must be addressed one hundred (100) percent of the time before a chart is placed up for work up.  They are as follows:

1.  You must verify the patient's demographics have not changed (if the patient is established)

      Example:  Mrs. Smith, please tell me your address....   and your telephone number....  and may I see your most current insurance cards, please?

2.  If you have not taken the patient's photograph and scanned a picture ID, please do so.

3.  There is a sign in sheet where patients are to note how they plan to pay for their copays, deductibles, and any charges not covered by their insurance (cash, check, credit card).  This is to be completed 100% of the time.  Front desk/check in staff are to be sure this is done - you are responsible for this item.

4.  Monies owed (existing patient balances) are to be addressed and collected at the time of check in.  We no longer simply put charts up whaen a patient has a balance.  This has been reviewed in detail.  Desk staff are to address this.

As soon as these matters (1 through 4) above have been fully addressed, then a chart may be placed up for work up.

If you have a new patient and this person did not fill out his or her demographic sheets and history sheets in advance, as long as you have determined that the patient has valid ID, valid insurance coverage, that they have paid in advance (if they are a cash paying patient), and you have taken their photo, for purposes of efficiency, the chart may be placed up for work up.  CLEARLY NOTE THE SUPERBILL THAT THESE SHEETS MUST BE COLLECTED AT CHECK OUT; The check out staff member is then responsible for ensuring that all paperwork has been filled out completely.  If this has not been done, have the patient do so prior to leaving.

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Authorized Signature/Date