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Owner Tricia Losee:
Revenue Cycle
Manager

Policy Area Patient Services

Admission and Registration

POLICY:

Skyline Health will ensure that all patients and visitors are treated with equality, in a welcoming, nondiscriminatory manner, consistent with applicable state and federal law.

PROCEDURE:

The admission process requires that important information be gathered from the patient.

If the patient is a returning customer, the admission clerk will ask the customer to relay the information during admission rather than repeating the information to the customer from the computer system. This ensures that the most up to date information is saved in the computer. For privacy, the clerk may only ask the customer to repeat the last few digits of private information (i.e. SSN) to ensure that it remains private.

All information is considered private and will be held in the strictest confidence. This information includes but is not limited to:

- name, address, phone, e-mail (an I.D. is required, see Red Flags Policy)
- gender preference, date of birth
- type of insurance, social security number
- medical condition, physician
- Admission Questions required by Medicare MSP

Properly identifying patients is the first step to patient safety throughout the hospital. A patient 16 years or older will be asked to present photo identification during the admission process. If the patient does not have photo identification with them, the admission process will continue but the patient will be asked to bring photo identification to the next visit. An admission alert is put on the patient account in the computer system to remind the registration clerk at the next visit to obtain a photo identification. If the

patient continues to neglect bringing identification, the Revenue Cycle Manager will be notified.

Valid Forms of Identification

The following are considered valid forms of forms of photo identification:

- Valid Drivers License
- Valid DMV Identification Card
- Valid U.S. Military Identification Card
- Valid Passport
- Valid Permanent Resident Card (Green Card)

Should patients or the accompanying adult not possess a valid photo identification, then acceptable alternative forms of identification include:

- Social Security Card
- Credit Card with Picture
- Voter Registration Card
- Certified Birth Certificate

At registration, the driver's license or passport will be the identification form utilized to input into the system and create the MRN. If the insurance card does not match exactly, ensure that it is scanned so that the billing office can reference it.

Skyline Hospital does not discriminate against any person on the basis of gender identity or gender expression. A registration alert will be added to patient's MRN in Revenue Cycle with the following information to aid in registration when identified as gender sensitive. The note will include gender identity to utilize correct pronouns, sex assigned at birth to facilitate necessary healthcare and billing, and preferred names to have a positive affect on the transgender individual's registration experience. Medical Records and Family Medicine Clinic should be notified in order to keep the patient's charts updated with this same information.

Important information will be provided to patients upon registration. For the patient's convenience, Skyline has created a New Admission Packet which is given to newly admitted patients and includes the following documents as well as other information:

- Patient Rights and Responsibilities
- Visitation Policy
- Tobacco Free Services Information
- Chaplain Services Information
- Life/Fall Safety
- Quality Hotline
- Nondiscrimination Policy
- Notice of Privacy Practices

- Financial Assistance Information Sheet

Conditions of Services Form – Every person receiving services at Skyline Hospital will sign a Conditions of Services Form. The admissions desk will obtain the signature for every outpatient and inpatient that is registered at their location. The E.R. CNA will obtain the signature from every patient registered in the E.R. The unit clerk on the floor will obtain the signature for any inpatient admitted at that location. If a patient has been pre-admitted for any services, the front desk will obtain the signature upon the full registration at the patient arrival. During the COVID Federal Emergency, the consent for treatment by the patient will be verbal or if the patient presents for treatment.

Consent Forms and Interpreter Services - Permission for treatment must be given with a signature by each patient (see Conditions of Services Form). Parents or guardians must sign for minors. If the minor presents without a parent physically in attendance, the admitting clerk may reach the parent by phone for verbal permission then have an additional witness speak to parent on the phone and all witnesses sign the consent with this situation documented. For non-English speaking patients, Skyline Hospital will provide an interpreter. When an interpreter is not available on-site, a phone interpreter service is available at all times.

Advance Directives - Skyline Hospital supports the right of a patient to exercise responsibility in the health care decision making process. Patients admitted to Skyline will be asked by the nursing staff if they have an existing Advance Directive and its location. They will be given information on how they may initiate an Advance Directive or Durable Power of Attorney if desired. Hospital employees are not permitted to witness in writing the execution of an advance directive, nor are they permitted to discuss with a patient or a patient's family/friends issues or concerns beyond hospital policy.

Non-discrimination - Skyline Hospital serves the people of our community by responding to their health needs with a commitment to provide the highest quality of care. Our patients have a right to receive treatment without discrimination as to age, race, color, creed, ethnicity, religion, national origin, marital status, sex, sexual orientation, gender identity or gender expression, disability, veteran or military status, source of payment or any other basis prohibited by federal, state, or local law. We accomplish this by continuously monitoring and evaluating our performance to ensure clinical and service excellence. Please see the Non-discrimination policy on our website for more information.

Notice of Privacy Practices/HIPAA – Skyline is required by law to protect the privacy of certain health information called "Protected Health Information" ("PHI"), which may reveal your identity, any personal information (including your address and telephone number), your health condition, the healthcare services you have received or may receive in the future, your insurance coverage, and any other health-related information which may identify you. We are also required to provide you with a copy of this notice, which describes the health information privacy practices of Skyline Hospital. Skyline Hospital performs work duties and responsibilities in accordance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and its accompanying regulations. Please see the full Notice of Privacy Practices in the new admissions folder or our website.

Financial Assistance - Skyline is committed to the provision of health care services to all persons in need of medically necessary care regardless of ability to pay. In order to protect the integrity of operations and fulfill this commitment, the criteria are established for the provision of financial assistance and charity

care, consistent with the requirements of the Washington Administrative Code (WAC), Chapter 246-453. These criteria will assist staff in making consistent objective decisions regarding eligibility for financial assistance and charity care while ensuring the maintenance of a sound financial base. Please see the full Financial Assistance Policy or speak to a Patient Services Representative for more information.

Patient Rights and Responsibilities - Patients enter into an important relationship with Skyline Hospital. Their care, comfort, and peace of mind are prime concerns to the hospital. It is with this spirit of teamwork between patients and hospital staff that the list of Patient's Rights and Responsibilities was created. We believe that observance of the Patient Rights and Responsibilities will contribute to better care of our patients. It is important to also note that our hospital is responsible for educating the staff about patient rights and their role supporting the patient rights. Patients will initial that they have received the Patient Rights and Responsibilities Form upon admission on the Conditions of Services Form. For the complete list of Patient Rights and Responsibilities, please see the Patient Admission packet or the hospital's website.

Admission Questions Required by Medicare – Section 1862(b)(6) of Medicare Act 42 USC 1395y(b)(6) requires all entities seeking payment for any item or service furnished under Part B to complete, on the basis of information obtained from the individual to whom the item or service is furnished, the portion of the claim form relating to the availability of other health insurance. This will be accomplished by asking Medicare beneficiaries questions concerning the beneficiary's MSP status. Skyline's admission program in Cerner details these requirements and patient service representatives are required to ask all Medicare beneficiaries these questions and fill out the on-line forms.

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Approval Signatures

Step Description	Approver	Date
	Tricia Losee: Revenue Cycle Manager	04/2024