



RESOURCE AND PATIENT MANAGEMENT SYSTEM

Patient Registration

Announcement and Agenda

August 2014

Office of Information Technology
Division of Information Technology
Albuquerque, New Mexico

Table of Contents

1.0	General Information	1
1.1	Class Description.....	1
1.2	Objectives.....	1
1.3	Intended Audience.....	1
2.0	Detailed Agenda	2
2.1	Day One	2
2.2	Day Two	3

1.0 General Information

1.1 Class Description

The Introduction to the Patient Registration Application course is designed to teach the new Patient Registration user the fundamentals of the application including: adding a new patient, editing an existing patient file, entering information necessary for billing, and printing routine reports. The course additionally includes vital information for Patient Registration personnel such as the team approach to the revenue generation cycle and customer service proficiency.

1.2 Objectives

At the completion of this session the participant will be able to:

- Explain the reasons that accuracy in the Patient Registration application is imperative
- Demonstrate key customer service skills
- Add and Edit patient information in the new BMW Patient Registration application
- Add and Edit patient information in the RPMS Patient Registration application
- Review and understand necessary reports

1.3 Intended Audience

This class will benefit personnel new to the Patient Registration application including the following:

- Patient Registration and Admitting Staff
- Benefits Coordinators
- Billing Staff
- Business Office Managers
- Health Information Management Supervisors

2.0 Detailed Agenda

2.1 Day One

Topic	Duration
Welcome <ul style="list-style-type: none"> • Introductions • Review Agenda and Training Materials • Objectives 	30 min.
Pre-Test	20 min.
Patient Registration Overview <ul style="list-style-type: none"> • RPMS manual • Patient Registration addendums 	40 min.
Patient Registration RPMS Policies <ul style="list-style-type: none"> • IHS Manual Part Two • HIPAA • Notice of Privacy Practices • Request for Restrictions • Authorization for Use or Disclosure • DOI List of Recognized Tribes • Contract Health Service Delivery Areas 	30 min.
Break	15 min.
Patient Registration in Relation to the IHS Revenue Cycle	60 min.
Lunch	75 min.
Introduction to Practice Management Application Suite (BMW) <ul style="list-style-type: none"> • Application Overview 	90 min.
BMW Application: Demo & Hands-On <ul style="list-style-type: none"> • Adding a new patient 	30 min.
BMW Application: Hands-On <ul style="list-style-type: none"> • Editing a patient 	45 min.
Break	15 min.
BMW Application: Demo & Hands-On <ul style="list-style-type: none"> • Alternate Resources (Insurance) • Medicare A, B, D • Medicaid • Private Insurance 	45 min.
BMW Application: Demo <ul style="list-style-type: none"> • Overview of Benefits/Prior Authorizations • Review of available reports 	30 min.
Questions and Adjourn	15 min.

2.2 Day Two

Topic	Duration
Day Two Overview <ul style="list-style-type: none"> Review from Day One Objectives for Day Two Overview of RPMS Patient Registration 	30 min.
Patient Registration: Overview of Main Menu <ul style="list-style-type: none"> Menu options & Structure: Hands-On 	30 min.
New Patient Registration: Demo & Hands-On <ul style="list-style-type: none"> Adding a new patient Page 1 Eligibility/Identifiers page Page 2 Religion/Tribal Data/Employment Page 3 Emergency Contact/Next of Kin Page 4 Insurance Summary page 	60 min.
Break	15 min.
New Patient Registration: Demo & Hands-On <ul style="list-style-type: none"> Editing an existing patient 	60 min.
Lunch	75 min.
Overview of Pages Five to Ten: Demo & Hands-On <ul style="list-style-type: none"> Page 5 Benefits Coordinator page Page 6 Veteran information page Page 7 Death Information and Other Names page Page 8 Additional Registration information page Page 9 CHS Eligibility and Document Summary page Page 10 Other Patient Data page 	45 min.
Coordination of Benefits	15 min.
Entering Third Party Eligibility: Demo & Hands-On <ul style="list-style-type: none"> Medicare A, B, D Medicaid Private Insurance Third Party Liability Workman's Comp Guarantor 	45 min.
Break	15 min.
Medicare Secondary Payer Questionnaires: Demo & Hands-On	30 min.
Meaningful Use Update	30 min.
Post Test, Evaluation, and Adjourn	30 min.