

**Indian Health Service  
Office of Information Technology Presents:  
Resource and Patient Management System  
Patient Registration**

**Class Description**

The RPMS 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.

**Objectives**

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

- Add a new patient in the Patient Registration application
- Edit an existing patient in the Patient Registration application
- Add/Edit patient information in the Patient Registration GUI application
- Explain the reasons that accuracy in the Patient Registration application is imperative
- Generate and print necessary reports
- Demonstrate key customer service skills

**Intended Audience**

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

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

## **DAY ONE**

<b>Welcome</b>	<b>8:30 am – 8:45 am</b>
Introductions	
Review Agenda and Training Materials	
Objectives	
<b>Pre-Test</b>	<b>8:45 am – 9:00 am</b>
<b>Patient Registration Overview</b>	<b>9:00 am – 9:30 am</b>
RPMS manual	
Patient Registration addendums	
<b>Patient Registration RPMS Policies</b>	<b>9:30 am – 10:00 am</b>
IHS Manual Part Two	
HIPPA	
Notice of Privacy Practices	
Request for Restrictions	
Authorization for Use or Disclosure	
DOI List of Recognized Tribes	
Contract Health Service Delivery Areas	
<b>Break</b>	<b>10:00 am – 10:15 am</b>
<b>Patient Registration in Relation to the IHS Revenue Cycle</b>	<b>10:15 am – 10:45 am</b>
<b>Overview of Patient Registration Functionality</b>	<b>10:45 am – 11:45 am</b>
Menu options- Hands-On	
Structure- Hands-On	
<b>Lunch</b>	<b>11:45 am – 12:45 pm</b>
<b>Adding a New Patient- Demo and Hands-On</b>	<b>12:45 pm – 1:45 pm</b>
<b>Editing a New Patient- Demo and Hands-On</b>	<b>1:45 pm – 2:45 pm</b>
<b>Coordination of Benefits</b>	<b>2:45 pm – 3:00 pm</b>
<b>Break</b>	<b>3:00 pm – 3:15 pm</b>
<b>Entering Third Party Eligibility- Demo and Hands-On</b>	<b>3:15 pm – 3:45 pm</b>
Medicare A, B, D	
Medicaid	
Private Insurance	
<b>Entering Third Party Eligibility Continued</b>	<b>3:45 pm – 4:30 pm</b>
Third Party Liability	
Guarantor	
Workman's Comp	
<b>Questions / Adjourn</b>	<b>4:30 pm – 5:00 pm</b>

## **DAY TWO**

<b>Day Two Overview</b>	<b>8:30 am – 8:45 am</b>
Review from Day One	
Questions	
Objectives for day two	
<b>Medicare Secondary Payer Questionnaires- Demo and hands on</b>	<b>8:45 am – 9:00 am</b>
<b>Managing the Data in Patient Registration</b>	<b>9:00 am – 9:30 am</b>
Warnings and Errors presentation	
Duplicate entries	
Temporary chart numbers	
<b>Pages Five to Ten- Demo and hands on</b>	<b>9:30 am – 10:15 am</b>
Benefits Coordinator page- new applications and prior authorizations	
Veteran information page	
Death Information and Other Names page	
Additional Registration information page	
Eligibility and Document Summary page	
Other Patient Data page	
<b>Break</b>	<b>10:15 am – 10:30 am</b>
<b>Patient Registration Reports – Demo and hands on</b>	<b>10:30 am – 11:15 am</b>
<b>GUI Application – Patient entry – Demo and hands on</b>	<b>11:15 am – 11:45am</b>
Application Overview	
Entering a new patient	
Editing a patient	
<b>Lunch</b>	<b>11:45 am – 12:45 pm</b>
<b>GUI Application –Patient entry continued</b>	<b>12:45 pm – 1:30 pm</b>
Application Overview	
Entering a new patient	
Editing a patient	
<b>GUI Application – Insurance / Other info entry</b>	<b>1:30 pm – 2:45 pm</b>
Entering / editing benefits	
Entering / editing other registration information	
<b>Break</b>	<b>2:45 pm – 3:00 pm</b>
<b>GUI Application – Benefits/Prior Authorizations</b>	
Overview of Benefits/Prior Authorizations	
<b>GUI Application – Reports</b>	<b>3:00 pm – 3:45 pm</b>
Review of available reports	
<b>Post Test, Evaluation, and Adjourn</b>	<b>3:45 pm – 4:30 pm</b>
	<b>4:30 pm – 5:00 pm</b>