

**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

Welcome	15 min
Introductions	
Review Agenda and Training Materials	
Objectives	
Pre-Test	15 min
Patient Registration Overview	30 min
RPMS manual	
Patient Registration addendums	
Patient Registration RPMS Policies	30 min
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	
Break	15 min
Patient Registration in Relation to the IHS Revenue Cycle	30 min
Overview of Patient Registration Functionality	30 min
Menu options- Hands-On	
Structure- Hands-On	
Lunch	60 min
Adding a New Patient- Demo and Hands-On	60 min
Editing a New Patient- Demo and Hands-On	60 min
Coordination of Benefits	15 min
Break	15 min
Entering Third Party Eligibility- Demo and Hands-On	30 min
Medicare A, B, D	
Medicaid	
Private Insurance	
Entering Third Party Eligibility Continued	45 min
Third Party Liability	
Guarantor	
Workman's Comp	
Questions / Adjourn	30 min

DAY TWO

Day Two Overview	15 min
Review from Day One	
Questions	
Objectives for day two	
Medicare Secondary Payer Questionnaires- Demo and hands on	15 min
Managing the Data in Patient Registration	30 min
Warnings and Errors presentation	
Duplicate entries	
Temporary chart numbers	
Pages Five to Ten- Demo and hands on	45 min
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	
Break	15 min
Patient Registration Reports – Demo and hands on	45 min
GUI Application – Patient entry – Demo and hands on	30 min
Application Overview	
Entering a new patient	
Editing a patient	
Lunch	60 min
GUI Application –Patient entry continued	45 min
Application Overview	
Entering a new patient	
Editing a patient	
GUI Application – Insurance / Other info entry	75 min
Entering / editing benefits	
Entering / editing other registration information	
Break	15 min
GUI Application – Benefits/Prior Authorizations	45 min
Overview of Benefits/Prior Authorizations	
GUI Application – Reports	45 min
Review of available reports	
Post Test, Evaluation, and Adjourn	30 min