

The following presentation was presented during the  
Indian Health Service

# Patient Registration & Patient Benefits Coordination Training

July 12-15, 2022

If you have questions about this presentation you may contact the presenter(s) or you may send an email to [ihsbusinessoffice@ihs.gov](mailto:ihsbusinessoffice@ihs.gov)

Please note: The aim of this presentation is to share and facilitate the sharing of helpful information, but please note that it may reflect presenters' opinions and not necessarily those of the Indian Health Service or the U.S. Department of Health and Human Services.



**CHEROKEE INDIAN  
HOSPITAL AUTHORITY**

# Patient Access(Registration) Training/Retention

Reno July 12-15, 2022

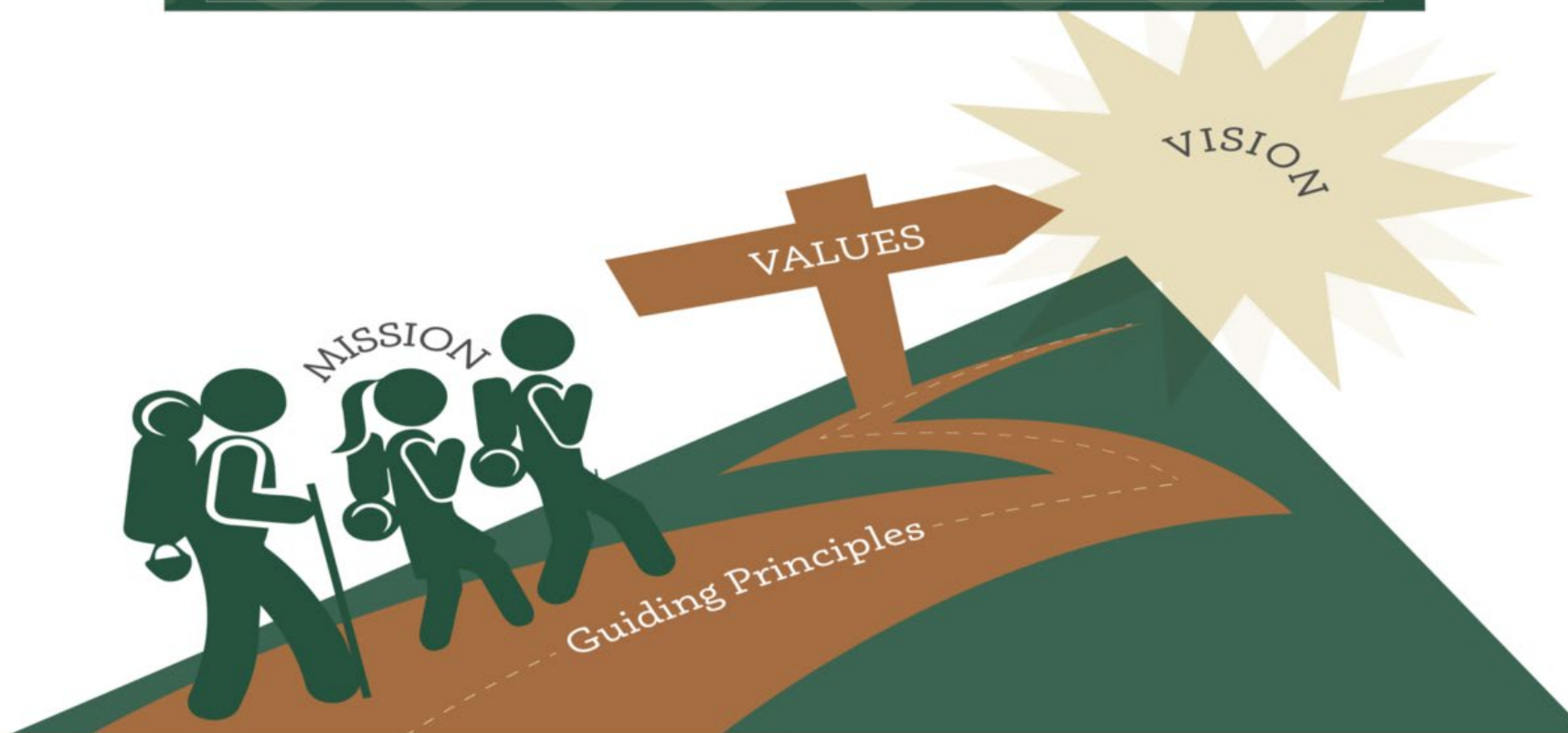
**Gwynneth Wildcatt & Taylor Benally**





# CHEROKEE INDIAN HOSPITAL AUTHORITY

*Du yu ga dv* The Right Way



**Core Purpose**



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## **Our Core Purpose**

**To enhance the  
prosperity of the next  
seven generations of the  
EBCI through  
relationship-based  
quality healthcare.**







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## **Our Mission**

**The Mission of the Cherokee Indian Hospital is to be the partner of choice for the community by providing accessible, patient- and family-centered quality healthcare with responsible management of the tribes' resources.**



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## **Our Vision**

**Our vision is to be significant in the lives of Tribal members, chosen for excellence and exceeding customer expectations, recognized for improving the health of the Eastern Band the Cherokee Indians.**







# CHEROKEE INDIAN HOSPITAL AUTHORITY

## Our Values

- **Integrity (Honest and Fair)**
- **Excellence (Pursuit of Perfection)**
- **Engagement (Emotional and Intellectual commitment)**
- **Stewardship**
- **Group Harmony (Professional, Respectful, Supportive, Loyalty, Grace)**
- **Compassion**
- **Accountability**





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# Guiding Principle One

U wa shv u da nv te lv:  
(oo wa shuh oo da nuh tay luh)

“The one who helps you from the heart”

Cherokees have been misled and mistreated over the centuries by opportunists disguised as well meaning subject matter experts. For this reason to be effective in this community requires genuine, evident commitment to the best interest of the community.

*“This community doesn’t care what you know until it knows you care”*

CIHA believes that care and service delivered most effectively is delivered from the heart.





## Guiding Principle Two

To hi  
(toe hee)

“A state of peace and balance”

Cherokee believe that all things endeavor to achieve this ultimate state of peace where all things are in balance and as they should be.

CIHA believes “to hi” can only be achieved through healthy relationships, and is fundamental to living healthy lives.



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## Guiding Principle Three

Ni hi tsa tse li

(nee hee zah zay lee or nee hee ja jay lee)

“it belongs to you”



Cherokee like most Native Americans enjoy the first pre-purchased health care in this country. Health care was purchased by ancestors through treaties with the United States, as recompense for the atrocities that resulted from horrific “Indian Policy” in this country

CIHA believes that all health care services belong to the people and CIHA is a steward of their inheritance, charged with safe guarding it and providing it to them when and how they need it.





## Guiding Principle Four

di qwa tse li i yu s di  
(dee gwa shay lee ee you sdee)

“Like family to me” “He, she, they, are like my own family”

CIHA is committed to being the health partner of choice for this community enjoying the relationships found in healthy families



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How do we meet our Mission, Vision, Values, and Guiding Principles in our training and retention?

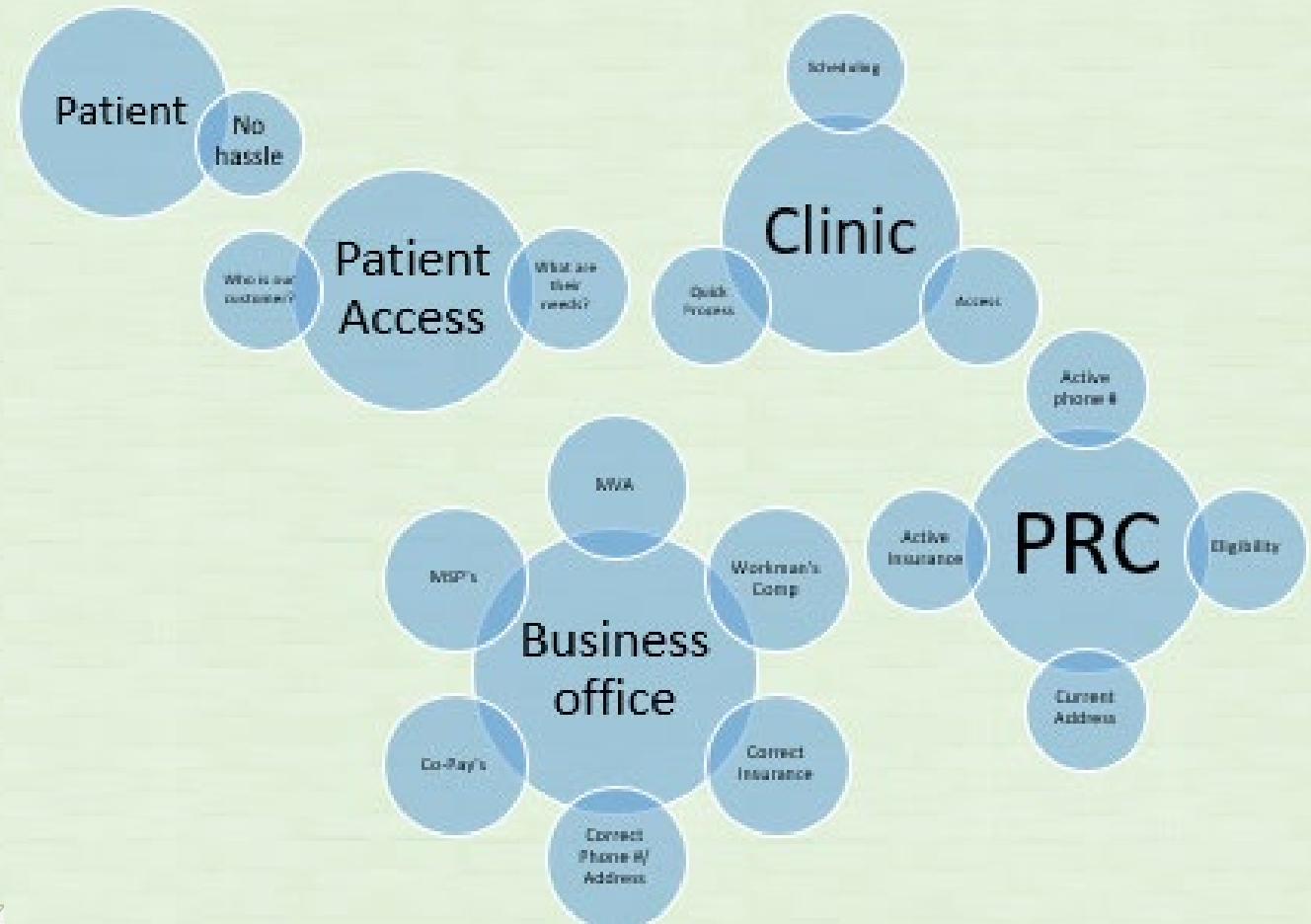






## Overall Patient Access (Registration) Training Manual

- Policies
- Who are we? (How does our work impact the overall organization?)
- Revenue Cycle
- Operator Training
- Joint Commission (Who are they?)
- Visitor Procedures
- Chart Packets (Adult, Newborn, Non-Ben)





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## Overall Patient Access (Registration) Training Manual

- Privacy Practices/Service Agreement/Self Pay Agreement
- Insurance
- Confidential Communications
- Tribal Verification
- Caregiver Authorization
- Affidavit's
- Patient Update Forms

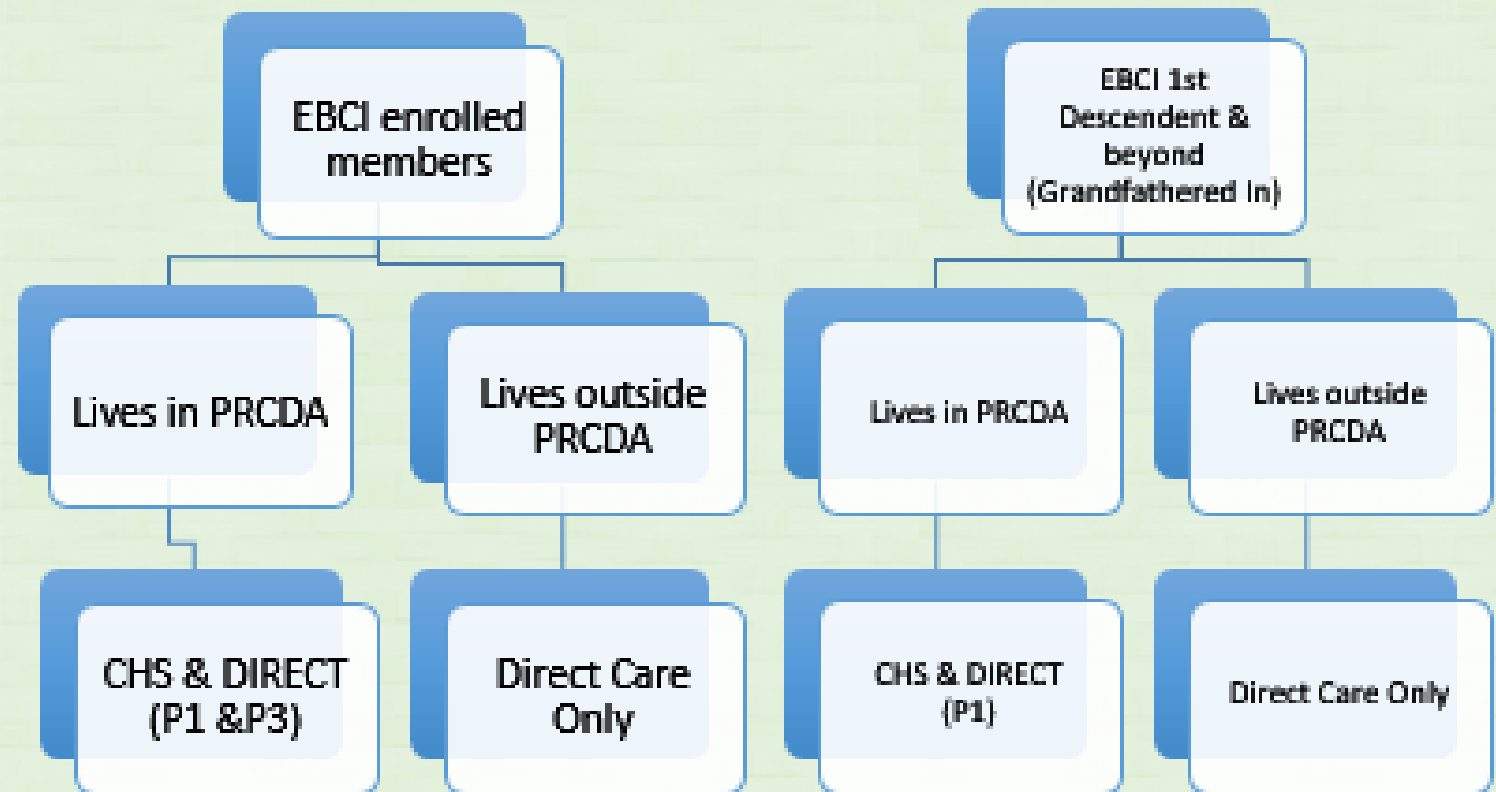






## Overall Patient Access (Registration) Training Manual

- Eligibility Flowcharts
- Step Actions
  - Chart Registration
  - How to scan in documents
  - Adding Insurance
  - Notes
  - Workloads/Audits/Pending Letters





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## ICC Patient Access (Registration) Training Manual

- ICC Registration
- Scheduling
- Workman's Comp
- Non-Beneficiaries Services
- CDL Physicals
- Payment Collection







# CHEROKEE INDIAN HOSPITAL AUTHORITY

## ER Patient Access (Registration) Training Manual

- ER Registration
- Collection of Payments
- MVA's
- Workmen's Comp
- ER Specific Paperwork
- Patient Bands and Labels







## Analenisgi Patient Access (Registration) Training Manual

- Walk-ins/Groups/Dosing
- Department Specific Software
- Collection of payments for Court Ordered Assessments
- Letters for Court/paperwork
- Transit Passes
- BH ROI Process
- Patient Triage







## Patient Access (Registration) Training Checklist

- Orientation
- Patient Access overall training
- Tribal Option Orientation
- Introduction to Rightway
- Policies
- Duties and Responsibilities
- Department Specific Training

Patient Access Training Checklist			
Staff Name _____	Supervisor <u>Taylor Benally</u>		
New Hire Start Date _____	Transfer Start Date <u>1/11/2021</u>		
Date of Training of Patient Access for Existing Employees _____			<u>1/11/2021</u>
Topic	Date Completed	Method/Competency	Notes/Status
<b>CIHA Orientation:</b> Welcome Video, Basic Hand Hygiene, Bloodborne Pathogens, CIHA Compliance Plan, CIHA Confidentiality Attestation, CIHA Social Media Policy, Code of Conduct, COVID-19 Pledge, Introduction to HIPAA, CIHA HIPAA Attestation, MRI Magnet Safety			
<b>CIHA Patient Access Training:</b> Such as but not limited to IHS Eligibility, Customer Service, Compassion Fatigue, Escalation Procedures and Other Hospital Operations		Completion of Patient Access Modules	
<b>Tribal Option Orientation:</b> Overview of Tribal Option: Tribal Option PCCM model (NUKA model) and goals, historical impact on health, cultural sensitivity and care management		Video	
<b>Introduction to Right Way</b>		Face to Face	
<b>Policies and Plans</b>			



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## Applying our Mission, Vision, Values, and Guiding Principles in our daily work and problem solving.

- Changing Mental Models
- Three steps to service
- Supporting employees and patients, setting them up for success
- Communication
- Relationship Building







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## Ensuring Success

- Leadership Meetings
- Team Huddles
- Individual Huddles
- Team meetings
- Audits
- Open Door Policies







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Questions?

