

New Patient Orientation

Site:	Version: 1
Approver(s): Medical Clinical Staff	
Effective Date: 12/1/16	Next Review Date:
Standards: NCQA	

Background

People who are new to this clinic or unfamiliar with its processes would benefit from having a roadmap to receiving care and to be aware of procedures of this facility.

Procedure

New Patient:

1. Patient meets with registration to establish a chart before any appointment is made.
 - a. You will need to bring in 1. State birth certificate, photo I.D. and any third party insurance information is any such as private insurance/Idaho Medicaid/Medicare.
 - b. Charts are made from 8:00 am to 3:30 PM

Meets the \ TC09

TC09

Please see our attached records request form.

AC11 Our continuity of care percentage is monitored by using the 3rd next available formula.

2. Registration will provide the patient brochure and highlight information inside.
3. The patient brochure gives an overview of departments and services on and off-site. It describes common processes for getting appointments in the medical department (Including information about our medical teams), dental and optical.
 - a. Registration highlights how to make appointments, PHR- Patient Health Record, and Referral process.
 - b. Registration highlights the medical home model. Our patient brochure discusses how our practice delivers patient centered care, explains our responsibilities as a patient centered medical home and explains the patients responsibilities.”
4. If the patient is transferring from an outside facility, that patient will need to fill out a release of information form that request prior medical information, medication and recent lab-work.
5. Patient proceeds to the medical front desk to set up with a provider of their choice. SEE EMPANELMENT.
6. Our team panel size is monitored by the individual teams, director of nursing and clinic director. From this panel, the director of nursing monitors the continuity of care- the percentage of patients that are able to get in to see their provider at any given time.