

# Registration Updates

Follow the guidelines below when registering patients at MRPG when the PSC is closed.

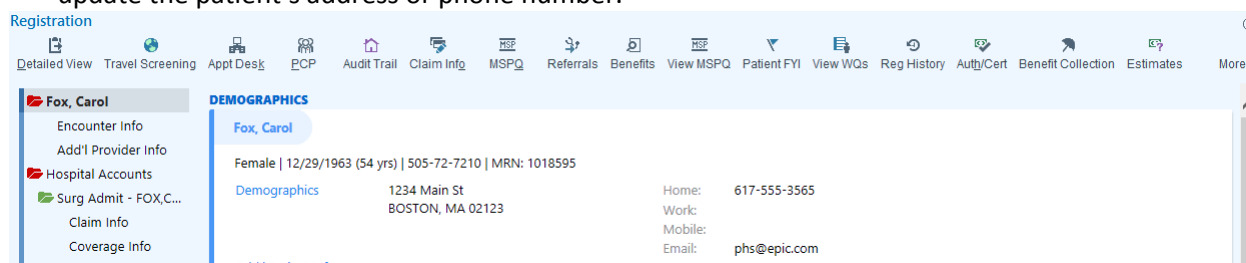
## Registration Updates

### Verifying Demographics and PCP Information

When a patient arrives at Urgent Care, the following fields must be reviewed with the patient:

- Home Address
- Telephone Number
- Primary Care Physician

These fields can be reviewed and updated from the patient's Interactive Face Sheet. These fields can be edited by clicking on the blue link that corresponds to the field you wish to update. For example, click **Demographics** to update the patient's address or phone number.



### Updating Guarantor and Insurance

The following fields will also need to be reviewed during the patient's registration

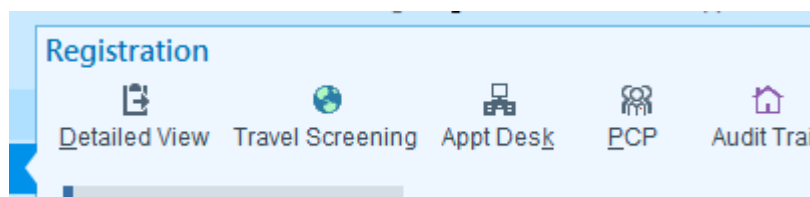
- Guarantor Information
- Insurance Coverage

If a patient does not have a guarantor listed, simply click the **Add Guarantor** link and add the new guarantor per what the patient reports. Be sure to ask the patient if the visit is related to a Workers Comp Claim or a Motor Vehicle Accident. If it is related to a claim or MVA, follow the steps below for entering the appropriate information. If the visit is not, the patient should be setup as their own guarantor, unless they are under the age of 18.

If the patient has a **P/F Guarantor** listed in their registration, but the guarantor is not correct and a different **P/F Guarantor** need to be entered, follow the steps below for deactivating a guarantor. If a patient recently turned 18 years old, the guarantor would need to be updated from the parent to the patient.

### Deactivating A Guarantor

From the patient's registration screen, click **Detailed View** in the top left.



On the left side of the screen, you will see different forms listed. Click **Guarantor Accounts**.

Next, the patient’s guarantors will display. Find the display that is incorrect and you wish to deactivate. You will see a check box marking that the guarantor is active. Uncheck the box to deactivate the guarantor.

Account ID - Guarantor	Type	Rel to Pat	Ver Stat	Active?	Link?	
35602 - ABERDEEN,MARY	P/F	Self	Verified	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Remove

Click **Close** in the bottom right to return to the patient’s registration. When you return, the previous guarantor will still display but will be grey to indicate it is not active on this appointment.

Click **Add Guarantor** and go through the workflow to add a new guarantor for the visit.

### Important Guidelines to Remember

1. A minor, under the age of 18, cannot be their own guarantor.
2. TPL Guarantor is for a Motor Vehicle Accident. Be sure to create the claim and enter the accident date and injury. If the claim is an MVA, be sure to list the MVA insurance as well as the Medical Insurance under the MVA guarantor.
3. WC is for a Workers Compensation Injury. Be sure to create the claim and enter the accident date and injury. Be sure to list just the WC insurance under the guarantor.
4. Scan the insurance card for every patient.
5. If the visit is related to a WC injury or MVA, be sure to flag that the visit is accident related on the **Visit Info Form**

**Encounter Info**

Point of origin:  Admission type

**Accident related?**  Private encounter

**Guarantor Account and Coverage Info**

6. Double check that the correct guarantor is associated to the visit if the patient has more than one guarantor listed. This can be reviewed on the **Visit Info** form to see which account is selected.

**Guarantor Account and Coverage Info**

**Guarantor Accounts**

	ID-Name	Type	Status	Rel to Pat	Balance
<input checked="" type="radio"/>	100219254-ABERDEEN,MARY	P/F		Self	0.00
<input type="radio"/>	400000001-ABERDEEN,MARY	W/C		Self	0.00

**Visit Coverages**