



Section: Patient Access

Subject: Registration of Patients

I. Purpose

To establish guidelines for registering patients within Jackson Health System (JHS) and other organizational related entities in such a manner that ensures data and revenue integrity, promotes patient satisfaction, and ease of operation. Procedures will be executed in accordance with JHS administrative policies, EMTALA guidelines, and all other regulatory mandates.

II. Definitions

Encounter Number: A term commonly referenced as the Financial Identification Number (FIN); a number assigned per episode of care for a specific Medical Record Number (MRN).

Enterprise Registration Management (ERM): The technology utilized to record patient demographic, financial, and clinical data.

Medical Record Number (MRN): A unique assigned numerical value to record the medical history of a patient.

III. Procedure

A. Creation of Patient Medical Record Numbers and Encounter Numbers

1. The Patient Finance Specialist or designee will search for a patient based on one of the following criteria to determine if the patient has an existing medical record (MRN) to avoid duplication.
 - a. Social Security Number
 - b. Name and Date of Birth to include variations of name search options e.g.
 - i. Last name, First initial and date of birth
 - ii. First 3 letters of the last name and date of birth
 - iii. First letter of the last name, first name, and date of birth
2. If an MRN has been established from a prior visit, the Patient Finance Specialist or designee will interview the patient or patient's representative, if available, and update the demographic and financial information as needed. For urgent, emergent, obstetric, and trauma cases: request for financial information will commence when a patient has been medically screened and stabilized in accordance with EMTALA guidelines. In cases, where the patient is unresponsive or unable to provide information, Patient Finance Specialist or designee may proceed with registering the patient in Accordance with JHS Policies 400.045 – Patient Identification Safety and 400.014 – Identification of Unknown Patients to establish an encounter for expediting treatment.
3. ED/Trauma/Behavioral Health Addendum: Clinical staff will trigger the “key symbol” in Cerner when the Medical Screening Examination (MSE) has been completed. The “key symbol” is the indicator for the Patient Finance Specialist or designee to proceed with financial clearance activities in accordance with EMTALA guidelines.

B. Verification of Demographic Information

1. Patient Access strives to prevent the intentional or inadvertent misuse of patient names, identities, and medical records. All registration areas will request a valid photo ID issued by a local, state, or federal government agency e.g., a driver's license, passport, or



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military ID. In circumstances where identification is unavailable, care may not be denied due to lack of identification in emergent cases. Patient Access staff will scan ID's provided into the document imaging application.

IV. References

JHS Policy No. 400.014 – Identification of Unknown Patients

JHS Policy No. 400.045 – Patient Identification Safety

Responsible Party: Corporate Director of Patient Access
Revenue Cycle- Uncompensated Care Programs

Reviewing Committee(s): Not Applicable

Authorization: Department Head