

Patient Access Consulting

The impact of duplicate records can be felt throughout a healthcare organization. Patients are inconvenienced by delays in registration and the need to provide their information again and again. Financial implications include delays in billing, increased bad debt, revenue cycle inefficiencies and increased exposure to litigation and identity fraud. Expensive IT initiatives like EHRs and PACS implementations can be jeopardized, and patient safety and patient care are compromised. Duplicate tests expose patients to unnecessary risks from X-rays to needle sticks, and critical clinical decisions could be made without complete and accurate patient information. And finally, clinician satisfaction is impacted when a patient's complete and accurate medical information cannot be accessed in a timely manner.

A comprehensive data integrity strategy prevents the creation of new duplicate patient records and other patient identity problems. Just Associates provides Patient Access Consulting Services that focus on the patient identity in the registration and scheduling processes. We assist with process improvement, naming conventions, search routines, registration staff training and "Positive Patient Identification" strategies. The result is an improved patient registration process that greatly reduces the creation of duplicate patient records and provides a higher level of patient satisfaction.

Preventing Duplicate Creation

We have found that that the majority of duplicate records are created during the scheduling and registration processes. Our comprehensive Patient Access Consulting engagements uncover the causes of your duplicate records and give you strategies to prevent future data integrity issues.

Our process includes

- *A comprehensive process review of all registration and scheduling areas, including review of policies, procedures and training manuals.*
- *Analysis of user creation rate patterns to identify staff requiring additional training.*
- *Policy and procedure development and implementations addressing items such as standard naming conventions.*
- *Staff registration training to collect more accurate patient data.*
- *Multi-system interface evaluations for accuracy.*

"I can honestly say that without JA's help we would not have been able to decrease our duplicate patient (record) rate to its current low of 0.3%. ..."

Katherine Lusk, RHIA, Director, Health Information Management,
Children's Medical Center Dallas – Dallas, TX

ABOUT JUST ASSOCIATES, INC.

Just Associates is a healthcare data integrity consulting firm that delivers superior value to our clients through improved data integrity. We have the process expertise and systems knowledge to deliver tailored, value-added solutions that improve your financial outcomes and business processes, support delivery of quality patient care, and meet your diverse stakeholders' expectations through improved data integrity.

Our services include

- ◆ MPI Clean-up
- ◆ HIE and EMPI Consulting
- ◆ Outsourced MPI Management
- ◆ Data Migration Consulting
- ◆ Patient Access Consulting
- ◆ HIS-specific Consulting

Our software solution, *IDMaster*[®] puts workflow processes and controls in place to resolve duplicate records quickly.

For more information call 303.693.4727 or visit us at www.justassociates.com