



POLICY & PROCEDURES

FACILITY: LHN
DEPT NO: 01.8560
POLICY NO: REG-23
DEPARTMENT: Admissions
TITLE: REG-General Registrations

STANDARD:

To standardize registration processes for all registrations

POLICY:

To establish a process for all types of Meditech registrations so that compliance with Department of Health requirements are met.

PROCEDURES:

In compliance with the DOH requirements, as part of every Inpatient, Observation, and Same day surgery registration each patient is queried about Advance Directives. Responses are documented in the Meditech system. Upon request, patients are provided information for Advance Directives, POLST, Living Will, Healthcare Proxy and Healthcare Power of Attorney.

As a Catholic hospital, Lourdes Health adheres strictly to a non-discrimination policy. Ethics/Values Statements are posted at every major entrance point. We do not discriminate as to race, religion, or ability to pay. Race and religion are documented on each account for reporting purposes. If no payment source is available, appropriate application of uninsured discount is automated through our billing system. Financial counseling is available M-Sat 9a-930p.

Financial assistance and Charity notices are posted at every registration booth. Every patient statement includes a blurb regarding the availability of financial assistance. For patient convenience, the hospital website includes the necessary forms. The patient consent form includes a statement regarding the patient's ability to make alternate payment arrangements by contacting Patient Accounts during normal business operating hours.

Every registration prints a Patient rights and responsibilities information sheet. This paperwork is given to the patient at the conclusion of each registration.

Included as part of the patient Consent form, which is printed with every registration, the patient is offered a copy of the Hospital Privacy Practices.