

# Patient Access Consulting

The impact of duplicate patient records cascades 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 often 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 minimizes the creation of new duplicate patient records and other patient identity problems. Just Associates provides Patient Access Consulting Services that focus on patient identity related processes in registration and scheduling areas. 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 and clinician satisfaction.

MPI Clean-Up

IDManage®  
Ongoing, Outsourced MPI Management

Data Integrity Consulting

Patient Access

IDOptimize®

HIO/EMPI



Just Associates is a healthcare consulting firm that provides superior value to 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 patient matching.

“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, Texas*



**NEW PATIENT REGISTRATION**

Last Name: \_\_\_\_\_ First: \_\_\_\_\_ Middle: \_\_\_\_\_  
SSN: \_\_\_\_\_ Today's Date: \_\_\_\_\_  
Date of Birth: \_\_\_\_\_ Age: \_\_\_\_\_ Male: \_\_\_\_\_  
Home Phone #: \_\_\_\_\_ Work Phone #: \_\_\_\_\_  
Phone #: \_\_\_\_\_ Email: \_\_\_\_\_  
Doctor: \_\_\_\_\_  
Doctor: \_\_\_\_\_  
by you are here today: \_\_\_\_\_  
to this Office: \_\_\_\_\_

## Preventing Duplicate Creation

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

### Our Patient Access engagements include:

- A comprehensive process review of key registration and scheduling areas, including review of policies, procedures and training manuals.
- Analysis of user duplicate creation rate patterns to identify staff requiring additional training.
- Policy and procedure development to define and promote standard naming conventions and patient searching techniques.
- Registration staff training and/or tools to increase awareness of impact of duplicate records and improve overall accuracy of MPI data.
- High level ADT interface evaluations of integrated applications contributing to duplicate record creation.

Let Just Associates help you reduce the creation of duplicate records and improve the overall integrity of your data.