## II. BUSINESS RULES FOR ENTERING NEW PATIENT REGISTRATIONS IN CHCS – REGION 09

**In an effort to control the introduction of duplicate patient registrations into the CHCS patient database, the following policy controls the assignment of new patient registration access to CHCS users.**

**A. Only users who have successfully completed registration training at a MTF will have access to enter new patient registrations in CHCS. Upon completion of successful training a copy of this Registration SOP will be given to each individual who has access to enter new patients or be available in their work area.**

**B. While registering a patient on the system is not technically difficult, extreme accuracy is required in addition to frequent practice to ensure that this fundamental process is correctly completed. Incorrect registrations, often as a result of minor inaccuracies, will delay patient appointing and patient care.**

1. **CHCS requires a user to hold the "&" in their File Manager Access Code in order to register a new patient in the system. Key individuals will have access to enter new patient registrations in CHCS *as their duties specifically require*:**
2. ***In every case, persons registering new patients must adhere to region-wide* protocols in order to avoid introducing duplicate patients. Duplicate patient entries have a severe negative impact on the appointment booking process and other CHCS patient care modules.**
3. **The 4-way check will be utilized *BEFORE* a new patient is added. See details below in either Mini-Registration or Full Registration procedures below.**

**C. All PAS (Patient Appointment scheduling) and provider users will receive access to update registration information but will not have access to enter new patients.**

**D. All requests for persons from areas not listed here to have new patient registration access must be submitted in writing by the Directorate to Ms. Linda Coppola of ITMD for approval. The CHCS staff will not grant such access unless specifically approved by either the OIC or NCOIC of the Records Department. The MTF Commander or designee will determine exceptions if necessary.**

**E. All patients should be registered in mini registration at the MTF whenever possible.**

## VI. DEERS INELIGIBILITY REVIEW

The system administrator should task the option DG DEERS INELIGIBILITY RPT to run nightly. This option will generate a list of those patients who have had a DEERS check originating in Patient Registration and have been returned from DEERS as ineligible in the last 24 hours. Eligibility discrepancies should be resolved within 72 hours or 3 business days.

## ~~VII. LAB MAIL IN REGISTRATION~~

~~A. MENU PATH: LAB>LPR>MRG~~

~~Lab Mail In patient registrations will be registered using the Mini Registration option rather than Mail In Registration (MIR). A Patient Registration Information Sheet (Section XIII) will be used by appropriate lab personnel for entering the information in CHCS. If the patient is on the phone, they will use the sheet as a guide for asking questions. Otherwise the sheet may be faxed to the requesting location to be filled out and returned.~~

~~**Upon completion of the registration in mini registration lab users may then go to the Mail In Registration (MIR) option to enter the order.**~~

## ~~VIII. PATIENTS WITH PSEUDO SSN'S~~

~~Pseudo SSN's entered for family members when their actual SSN is unknown **MUST** be corrected when the patient calls for an appointment or when the patient arrives at the MTF for an appointment. This is to prevent patient information from appearing in more than one place in the military's electronic medical record system (AHLTA). If a patient is identified in two different ways (with a real SSN and a pseudo) than each record could have a partial portion of the patients' information since individuals could be accessed under either the real or pseudo SSN in AHLTA. Information added to one record **WOULD NOT** automatically merge with the other record.~~

## ~~IX. Other Patient Registration issues~~

### A. FORMER PATIENT NAME

**MENU PATH: PAD>ROM>FPN**