

Patient Access Service Communication Bulletin

September 27, 2022 (Revised 2/2/2023)

Pre-Check-In Tip Sheet

The patient has the ability to make demographic changes along with guarantor and coverage changes in their MyChart prior to their appointment. If the patient makes any demographic changes, such as a change of address or phone number, this change will automatically sync down to the interactive face sheet. Registrars can determine if the precheck-in process was completed by reviewing the DAR, Appointment Desk, Today's Patient Report, and Patient Station. On the DAR, If the patient did not make any changes prior to the appointment the DAR will display a Red X. If precheck in has been completed via MyChart, a Green Check Mark will appear in the e PreCheck-in status column. You can hover over the green check marks to see what information was completed.

PRE-CHECK IN STATUS

DAR view:

The screenshot shows a web interface titled "Department Appointments Report: Check In DAR". It includes navigation buttons like Refresh, Settings, Appt Desk, Walk In, Sign In, Check In, and Check Out. Below these are filters for "1 Full Appointment List" and "2 Appointment Totals", a date selector set to "9/28/2022", and a department filter "ADULT MEDICINE PROVIDER-BASED UHCC [111002001]". A table below displays appointment details with columns for "e PreCheck-In St...", "e PreCheck-In/Kios...", "Ms", "Visit Date", "Time", "End Time", and "Total Le". Two rows are visible: the first has a green checkmark in the status column, and the second has a red X.

e PreCheck-In St...	e PreCheck-In/Kios...	Ms	Visit Date	Time	End Time	Total Le
✓			09/28/2...	10:20 AM		1120
✗			09/28/2...	10:45 AM		1145

On the Appointment Desk, if the patient did not complete any pre-check in information prior to their appointment, the status of Not Yet Available, and a RED X will appear in the pre-Check in Status Box on the Appointment desk. If the precheck in has been completed prior to the appointment, the status will display as **Completed**.

Appointment Desk view:

The screenshot shows the "Appointment Desk" view with tabs for Future, Admissions, Past, Finalized Requests, and Referrals. A table displays appointment details with columns for "Appt L...", "Visit Type", "Provider", "Dept", "Appt Notes", "ORD R...", "e PreCheck-In...", and "preCheck-in Status". Two rows are visible: the first has a green checkmark in the status column and "Completed" in the status text; the second has a red X in the status column and "Not Yet Available" in the status text.

Appt L...	Visit Type	Provider	Dept	Appt Notes	ORD R...	e PreCheck-In...	preCheck-in Status
a 60	OFFICE VISIT [1004]	ADULT MED NURSE UHCC [7000063]	MEDI UHCC [111002001]			✓	Completed
a 60	OFFICE VISIT [1004]	ADULT MED INTAKE [7000214]	MEDI UHCC [111002001]			✗	Not Yet Available

Today's Patient Report View:

The Today's Patients Report (TPR) will display a **PreCheck-In Status** when a Pre-Check-In form has been sent to a patient's MyChart. The status will show as Sch (Scheduled) if the patient received the form but did not complete it and **eCheck-In comp** when the form is complete.

Today's Patients Report - Temporary Report

9/28/2022 | Yesterday | Today | Tomorrow

Name	MRN	DOB	Gender	SSN4
Cprw, Brooks "Skippy"	6058207	02/01/42	M	1230
Cprw, Snoopy "RedB..."	6090779	11/06/67	M	3312

Next Encounter

Appointment at 1020 (Arrive by: 1020)

Visit Type	OFFICE VISIT	Status	Appt - Scheduled	Department	ADULT MEDICINE PROVIDER-BASED UHCC
Provider	ADULT MED NURSE UHCC	Appt Message	None	Appt Dept	Adult Medicine at Upstate Health Care Center
Appt Prov	ADULT MED NURSE UHCC	Pre-Proc Area	None	e PreCheck-In Status	eCheck-In comp

Patient Station:

On Patient Station the status will show as **Sch (Scheduled)** if the patient received the form but did not complete it and **eCheck-in-comp** when the form is complete.

Jack Adt "Jake"
Male, 42 y.o., 09/09/1979
315-777-8888
MRN: 6059625

Encounter | Hospital Account | Episode

Encounter	Status	Pl Cts	Date	Time	Location	Provider	Reason	CSN	Hosp Acct	A. Nu...	Conf?	e PreCheck-In S...
Appointment	Scheduled A...		08/09/2022	1230	ORTHOPEDICS PRIVATE PRAC...	John P Cannizzaro, MD	Appointment	1000121158		87		Sch
Appointment	Scheduled A...		08/09/2022	1130	CARDIOLOGY PROVIDER-BASE...	Saktipada Mookherjee, MD	Appointment	1000121155		85		eCheck-in comp
Appointment	No Show Appt		07/18/2022	1400	CARDIOLOGY PROVIDER-BASE...	Avneet Singh, MD	Appointment	1000120824		83	Conf.	No Show
Admission	Discharged	Inpatient	07/18/2022	1155	06B GENERAL MEDICINE UH	Timothy A Damron, MD	headache	1000119033	10000100164	71		

What's not included in the pre-check in workflow:

- *SSN (One time entry)
- *Veteran Status (One time entry)
- *Patient Type
- *PCP
- *Ability to add/change guarantors
- *Encounter Info
- *Referring Providers
- *HAR
- *Acknowledgement Form