UPSTATE
UNIVERSITY HOSPITAL

Patient Access Service Communication Bulletin

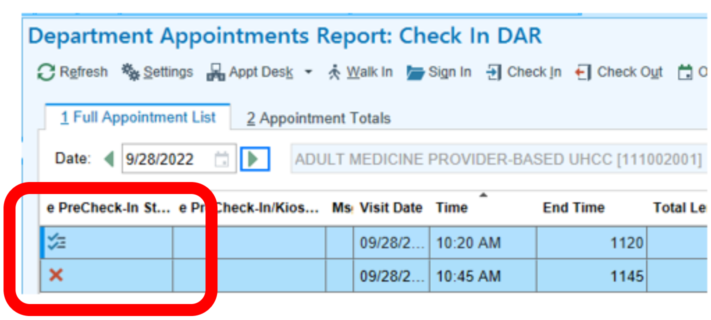
September 27, 2022 (Revised 2/2/2023)

<u>Pre-Check-In Tip Sheet</u>

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.

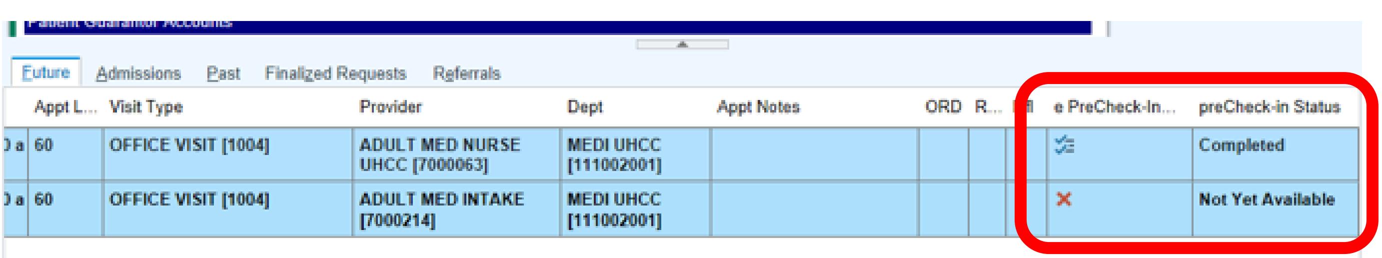
PRE-CHECK IN STATUS

DAR view:



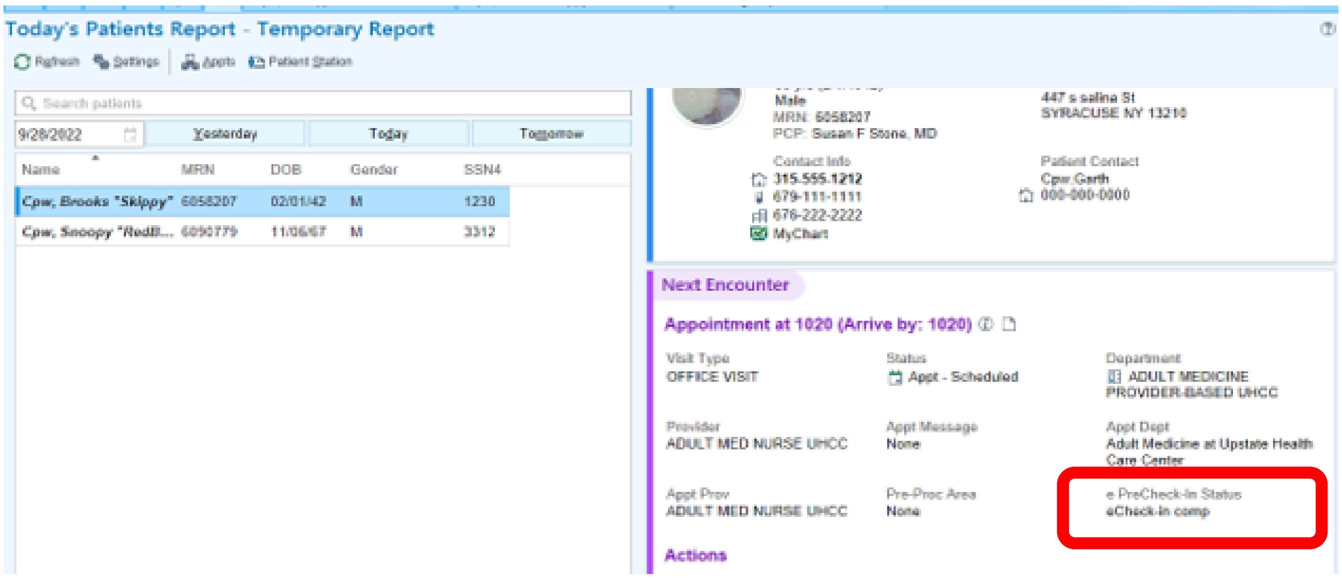
On the Appointment Desk, if the patient did not complete any pre-check in information prior to their appointment, the status of Not Yet Available, and a RED X will appear in the pre-Check in Status Box on the Appointment desk. If the precheck in has been completed prior to the appointment, the status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

Appointment Desk view:



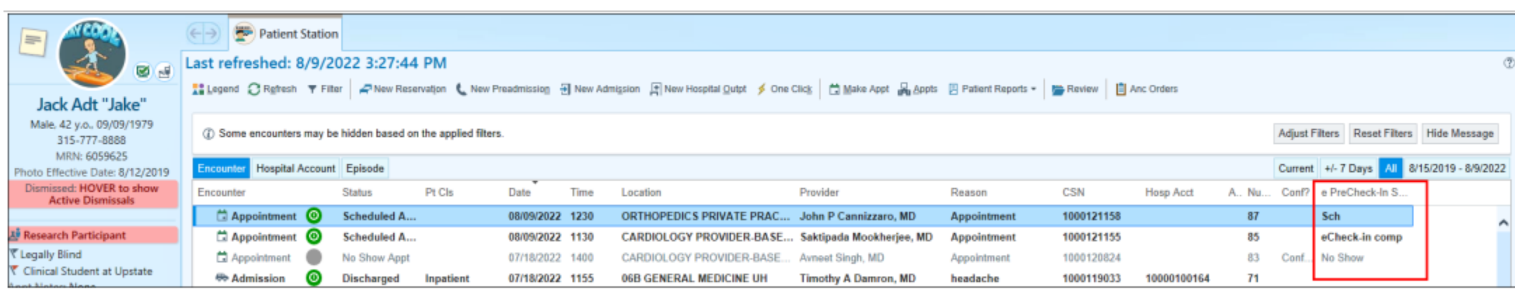
Today's Patient Report View:

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.



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.



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**