Required Verification

WASHINGTON RADIOLOGY

Required Verification Via Phone

TWO ITEMS must be verified BEFORE providing information!

Each item counts as 1:

- First and Last Name
- Date of Birth
- Phone Number
- Address
- Email Address

If <u>any</u> information is missing from the patient file, ask for missing information and update accordingly.

If more than 1 MRN matches information provided, ask additional verification to confirm correct jacket number (MRN) is selected.

It is necessary to verify 2 demographic items (Full Name & DOB) prior to providing information or scheduling. Remaining contact information (address, phone number and email) can be confirmed at any time during the call. Order of verification is determined by call flow.

Confirming HIPAA is necessary when anyone other than the patient is calling for additional information beyond scheduling. Authorized individuals will be listed on the Patient Information Sheet (PIS) located in OnBase. Every time a patient is seen, they complete a new PIS. **Please be sure to check all PIS forms within the last 12 months before releasing information to anyone other than the patient, insurance carrier or physicians office.**

CALL FLOW EXAMPLES:

Call Flow Example #1 (All Demographics):
- Opening statement
- Ask for patient's DOB
- Ask for patient's full name
- Pull up MRN (confirm additional information if more than 1 MRN match)
- Confirm verbally:
    - Do you have any changes to your phone number, address, or email address?
- Make any changes necessary

Call Flow Example #2 (Missing Email Address): ***

- Opening statement

- Ask for patient's DOB

- Ask for patient's full name

- Pull up MRN (confirm additional information if more than 1 MRN match)

- Confirm verbally:

    - Do you have any changes to your phone number and address?

    - I see that we do not have an email address listed for you, can we add this information for you?

- Make any changes necessary

***Missing demographics information does not need to be added when a physician is calling to schedule. If a physician's office is requesting to update contact information for a patient we may do so, as long as the they are listed as a referring provider for patient. Be sure to document who provided the updated information.

Note: This documentation is related to verifying of demographics only. Other verification is required related to orders, insurance, referring physician, etc.

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