

# PRC BEST PRACTICES

## Admission and Registration

*Our community of clients is committed to sharing leading improvement practices. PRC Best Practices was created and is always evolving based on the ideas, recommendations, and resources submitted by clients. If you have an idea at work, please share it with us at [info@prccustomresearch.com](mailto:info@prccustomresearch.com).*

### SURVEY QUESTIONS

**Registration:** How would you rate the registration process?

**Registration:** How would you rate the registration process, the initial process of signing in and filling out paperwork?

**Registration:** How would you rate the registration staff's courtesy and helpfulness?

**Admitting:** How would you rate the admission process?

Response Options are:

Excellent    Very Good    Good    Fair    Poor

### OUTPATIENT SETTING

- Create a greeter position so that every person through the door is assisted if necessary. The greeter answers questions, walks patients and visitors to their destinations, and provides amenities such as bus schedules or warm blankets.
- Outpatient Services team should be well-versed in the diagnostic tests that patients are scheduled to receive. The registration staff can explain to the patient what their visit will entail, from an explanation of their insurance benefits to the anticipated duration of their procedure.
- Facility navigation and way finding in the hospital can be a major obstacle for all patients. Initial directions to the facility should be given during the scheduling and preadmission process; maps should be available at provider offices or online.
- If a patient arrives at the incorrect location, a call made by the registrar to alert the correct location of the patient's late arrival reassures the patient.
- A scripting document "How Do I Respond When?" can be used as a desk reference. Team members should be encouraged to submit new scenarios to update and improve the document.

### BIRTHPLACE SETTING

- Trend admission times to correlate staff and physician availability with high triage use.



- Create a designated triage area where patients can safely and efficiently be triaged and a determination can be made to either send the patient home or admit to inpatient status on the Birthplace.
- Encourage providers' offices to call ahead as soon as a patient is to be admitted to the hospital. This will aid in a smooth admission process.
- Instruct patients to stop by registration, if able, in order to streamline the registration process.

### **TO TRACK YOUR PATIENT PERCEPTION SCORES ON THIS QUESTION:**

Visit [www.prceasyview.com](http://www.prceasyview.com) for data updates.

PRC's "EasyView to You" feature can email your desired reporting view of the scores to you on a schedule of your preference.

For assistance contact PRC's PRCEasyView® Support Team at 1-800-547-9584.

### **THANK YOU FOR PARTNERING WITH PRC!**

