# U.S. Health Care Systems for Small Populations, Part 3

MHA/599 Capstone: Leading the Organization Through Change

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Healthcare Processes

I chose patient check-in and check-out, laboratory orders and billing processes in a health facility.

**Patient check-in and check-out process**

Step 1 the patient will be required to submit an online check-in form.

When the patient arrives at the health care facility, he or she will be required to fill an online form that will be accessible through a hospital's URL or a facility set aside for the patients to access the hospital's website. The form will include patients' basic information and the appointment details including the physician to attend the patient

Step 2 verification of the information provided.

The receptionist will verify the information that has been submitted by the patient in the check-in form which will appear as an email notification at the front desk. The receptionist will request any patient's left out information and acknowledge that the form has been received. The receptionist will then alert the medical team while confirming the appointment.

Step 3 preliminary check-up by a medical assistant.

The medical assistant or nurse will collect samples like urine and carry out analysis and then send the report to the physician.

Step 4 physician’s test

The physician will then complete the check-up where full examination is done and adds some clinical report to the test.

Step 5 discharging the patient

The receptionist will then discharge the patient where the receptionist will be notified on the completion of the test, indicate any fee collected and indicate any follow-up visits

Step 6

A feedback form is given to the patient and a summary of the appointment visit (Alsulami, Mohamed & Elshennawy, 2012).

**Laboratory orders**

Step 1

The lab technician asks the patient to visit the lab to facilitate specimen collection.

Step 2

A sample specimen say stool is collected from the patient.

Step3

The specimen is subjected to analysis in which case the laboratory may assign a specific person to conduct the analysis.

Step4

The specimen is processed into a specimen that is testable, tested and analysis conducted

Step5

The results from the lab are interpreted and a report is written

Step 6

The results are taken back to the patient who requested for a test.

Step7

The patient checks whether all the analyses he/she requested have been done and determines the next course of action (MedCom, 2010).

**Billing process**

Step 1

The patient is registered, and basic information provided including the insurance card used, the policy number of the insurance and medical history.

Step 2

The medical insurance information provided by the patient is verified.

Step 3

The right information regarding the patient services provided such as the disease treated, the procedure used, etc. by the use of diagnosis code.

Step 4

A cross-checking of the entered codes is done to avoid errors.

Step 5

The charges pertaining to the medical procedure that the patient will undergo is indicated.

Step 6

A thorough checking is done to ensure that there are no mistakes.

Step7

The document with all the entered data is sent to the insurance company waiting for the payment.

Step 8

A follow up is done where the health care center keeps on mailing the insurance company reminding them of the payments.

Step 9

The insurance company pays the amount due and the health care center confirms payment.

Step 10

The healthcare management will cross-check the payment and look for unpaid bills and communicate the same to the insurance company (Mannhardt, 2017).

References

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