



PAC Certification Completion Requirements

Only those participants that successfully complete the Patient Access Certification will receive 0.7 CEU credit/ 7 credit hours.

Successful completion requirements for this certification are as follows:

Certification Criteria (to be checked off by Student & Manager)	
<input type="checkbox"/> Stud <input type="checkbox"/> Mgr	<p>1) Introduction: Patient Access Certification</p> <p>This introductory course describes the primary responsibilities of the Patient Access Representative and defines the requirements of this certification program.</p>
<input type="checkbox"/> Stud <input type="checkbox"/> Mgr	<p>2) Patient Access Services 101</p> <p>Understanding the role of patient access services, also referred to as admissions or registration, is vital to your success. Designed for Patient Access/Registration Staff, this course will provide techniques and strategies to improve patient access workflow, reduce costs, increase financial performance and improve your hospital's bottom line.</p> <p>Lesson 1 - The New Role of Patient Access Lesson 2 - Accuracy: Essential for Patient Access Lesson 3 - Required Forms for Patient Access Lesson 4 - Patient Access Codes</p> <p>LEARNING OUTCOMES: Upon completion of this course, student will be able to:</p> <ul style="list-style-type: none"> - Define the needs and expectations of the 21st century patient. - Record correct and accurate patient claims data to produce clean claims. - Explain the importance of accuracy. - Identify appropriate forms during the registration process. - Describe the codes that must be entered as a part of the registration process.
<input type="checkbox"/> Stud <input type="checkbox"/> Mgr	<p>3) What does HCAHPS mean for Patient Access?</p> <p>HCAHPS is an acronym for "Hospital Consumer Assessment of Healthcare Providers and Systems." It is the first national, standardized, publicly reported survey of patients' perspectives of hospital care. As hospital reimbursements move from a pay-for-reporting to pay-for-performance and the amount of reimbursements are tied to the results from the surveys administered through the HCAHPS initiative, it is important to address the various composites of HCAHPS to ensure the best scores for our hospitals. Much of HCAHPS is clinically driven, however it is important for all hospital employees to be aware of it especially those in the Patient Access department. Many times, these individuals are the first contact a patient has with the hospital. This course addresses the role that Patient Access personnel play in HCAHPS.</p> <p>LEARNING OUTCOMES: Upon completion of this course, student will be able to:</p> <ul style="list-style-type: none"> - Define HCAHPS. - List the goals of the HCAHPS program. - Explain the basics of Value Based Purchasing. - Restate the composite questions that are directly related to HCAHPS and how the scores are obtained. - Describe how Patient Access personnel can affect the facilities HCAHPS scores.

<input type="checkbox"/> Stud <input type="checkbox"/> Mgr	<p>4) Patient Flow, Teamwork & Quality Patient Care</p> <p>Poor patient flow can have a detrimental effect on healthcare services and the welfare of both staff and patients. This course will examine how patient flow can be improved, and this improvement will have positive impact on the quality of healthcare services.</p> <p>LEARNING OUTCOMES: Upon completion of this course, student will be able to:</p> <ul style="list-style-type: none"> - Recognize the how variant patient flow can affect patient access services. - Outline how patient flow can be improved. - List ways in which efficient patient flow can influence quality healthcare. - Identify ways in which teamwork can be used to improve patient flow.
<input type="checkbox"/> Stud <input type="checkbox"/> Mgr	<p>5) Professional Conduct in Healthcare</p> <p>The relationship between hospital and physician office staff and the patient (or customer) must be based on mutual respect. This course helps to equip those who work or wish to work in Patient Access with tools that will allow them to administer to patients in an appropriate manner; from examining effective means of communicating to understanding salient laws and policies for patient rights. Lessons include:</p> <ol style="list-style-type: none"> 1) Staff Behavior and Communication 2) Patients as People: Meeting the needs of the Individual 3) Patient Rights 4) Legal vs. Ethical <p>LEARNING OUTCOMES: Upon completion of this course, student will be able to:</p> <ul style="list-style-type: none"> - Define what communication means. - List barriers to effective communication in healthcare. - Identify techniques for improving communication in healthcare. - Distinguish between typical groups of customers and how this impacts our approach to their care. - Outline ways to assist patients with Special Needs. - Identify basic safety needs in your facility. - Review the key aspects of HIPAA. - Recognize the key aspects of patient rights. - Identify laws and policies that mandate ethical conduct in healthcare. - Apply these legal and ethical terms to the role of patient access.
<input type="checkbox"/> Stud <input type="checkbox"/> Mgr	<p>6) Health Insurance Basics</p> <p>Health insurance can be a confusing topic with much terminology and many complicated procedures to understand. This course will take you through the most importance phrases and ideas within the realm of health insurance, demystifying the process and giving you confidence in your role in patient access. Areas covered include: key terminology, types of insurance and pre-authorizations.</p> <p>LEARNING OUTCOMES: Upon completion of this course, student will be able to:</p> <ul style="list-style-type: none"> - Define key terms for insurance. - Review the different types of insurance. - Distinguish managed care plans. - Explain timely filing, explanation of benefits (EOB) and pre-certification/pre-registration.

<input type="checkbox"/> Stud <input type="checkbox"/> Mgr	<p>7) EMTALA Law</p> <p>Are you familiar with EMTALA Law and the updates from 2008? The Emergency Medical Treatment and Active Labor Act was passed in 1986 to ensure public access to emergency services no matter the financial condition of the patient and was again updated in 2008 to clarify Hospital's obligations. Is your facility licensed by the state as an emergency provider? What are your obligations as a dedicated emergency department? Are you in compliance with providing call coverage in the Emergency Department? Morris, Manning & Martin, LLP, Attorney at Law, designed this course to help you understand the criteria of the EMTALA Law. Know your EMTALA obligations, where they begin and where they end.</p> <p>LEARNING OUTCOMES: Upon completion of this course, student will be able to:</p> <ul style="list-style-type: none"> - Define EMTALA. - Restate the steps that must be taken to maintain general compliance with EMTALA regulations. - Define Dedicated Emergency Department, Emergency Medical Condition and an Appropriate Medical Screening. - Recognize the appropriate and compliant time to request Financial and Registration information.
<input type="checkbox"/> Stud <input type="checkbox"/> Mgr	<p>8) Keys to Successful Collections</p> <p>Hospital staff who are responsible for collection of hospital fees are in a challenging but vitally important role. Collections are the key to a hospital's sustainability; therefore methods to increase the frequency of prompt payment are extremely valuable. This course will give you the skills to creating a transparent and efficient collection process that will result in satisfaction for both patients and hospitals.</p> <p>LEARNING OUTCOMES: Upon completion of this course, student will be able to:</p> <ul style="list-style-type: none"> - State reasons why upfront collection is of benefit to both hospital and patient. - Identify techniques for effective upfront collection. - Identify ways to offer care while addressing the requirement for payment. - Describe EMTALA law in broad terms and its relevance in collection. - Outline ways to address and overcome objections.
<input type="checkbox"/> Stud <input type="checkbox"/> Mgr	<p>9) Your Role in the Revenue Cycle</p> <p>Designed for all business office staff, this course describes the role you play in the revenue cycle in addition to helpful suggestions for improving your hospital's revenue cycle.</p> <p>Lesson 1 - What Role Do you Play in the Revenue Cycle? Lesson 2 - The 4 C's of The Revenue Cycle Team Lesson 3 - Methods to Improve Revenue Cycle Results Lesson 4 - Payment Systems within the Revenue Cycle</p> <p>LEARNING OUTCOMES: Upon completion of this course, student will be able to:</p> <ul style="list-style-type: none"> - Outline the key areas of the Revenue Cycle. - Identify the 4 C's of the Revenue Cycle Team and the importance of being a team player. - Explain proven methods to improve results. - Express the "Do It Right the First Time" mentality. <p>Learning Outcomes Standard: Based upon Business Office Revenue Cycle Best Practices.</p>

<input type="checkbox"/> Stud <input type="checkbox"/> Mgr	Final Exam, Score:_____
<input type="checkbox"/> Stud <input type="checkbox"/> Mgr	10) Patient Access Certification (FINAL) In order to receive your completion certificate, you must complete this course and meet with your manager to discuss your progress.
	Complete all assignments including final activity
	Pass ALL quizzes with score of 80% or better
	Complete Certification Evaluation
	Perform all stated outcomes, described above, on-the-job (verified by Manager sign-off below)

By signing below, I understand that I must complete the above requirements before receiving CEU credit*.

Participant Signature

Date

Manager Signature

Date

(By this signature, I certify that the above named has mastered the stated requirements.)

Return this signed and completed form via attachment to email to jody.chesney.hth@gmail.com or fax to 817-549-7408. HomeTown Health will add the form to your student record.

****To claim CEU credits, you must submit this completed form along with the Completion Certificate to the appropriate licensure.***