

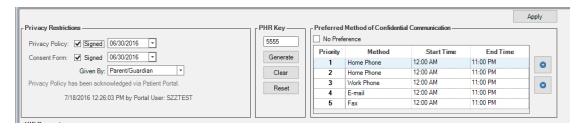
## **Patient Demographics Form Updates**

There have been a few questions surrounding the new **Patient Demographics Form**, specifically surrounding the Preferred Communication Method, Family Members that can have messages left, and authorizations to disclose information. In an effort to clarify the form better; ensure that everyone has a clear understanding of the information that should be captured; and where this information should be documented in SuccessEHS; we have put together the below outline:

- ➤ Preferred Communications → was updated to read Patient Preferred Communication Method
  - O The goal for this item is to understand the patient's preference with regards to communication. Patients are asked to select one of the 5 options for their preferred method of communication. For example if the patient chooses **Email** it means that they would prefer to be contacted by Email. It does not mean that we will not attempt to contact them via phone, etc.
  - o If they choose **An Identified Family Member**, they must have at least one person listed under the authorization section (*These are typically very few and far between*)



- O Where do I document Preferred Communication?
  - Patient Administration → Demographics Tab → Privacy/Consent button
  - On the right-hand side of the screen you will see **Preferred Method of Confidential**Communication
  - Complete the Method for Priority #1. If No Preference was selected by the patient then
    choose the No Preference option. When complete, select Apply

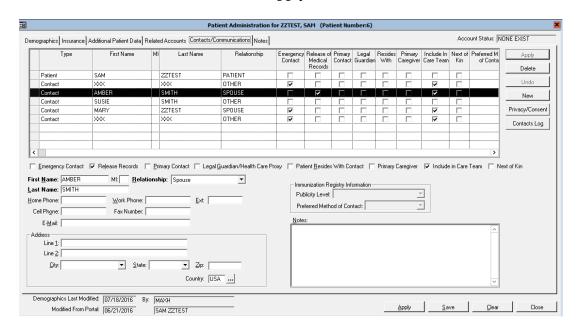


## ➤ Authorizations to Disclose Information Regarding Care

o Should the patient document any names in the section **I hereby authorize RVH&DC...** you will need to record the information as a **Release of Medical Records** 

I hereby authorize RVH&DC to disclose any and all information regarding my care to the following:	
Name:	Relationship:
Name:	Relationship:
Name:	Relationship:
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- Go to Patient Administration → Contacts/Communications Tab
- Look for the name of the person that is authorized to receive information
  - If There: Edit the record by highlighting the name, place a checkmark in the Release of Medical Records, then select **Apply**
  - If Not There: Select **New** enter any relevant information, place a checkmark in the Release of Medical Records, then select **Apply**



- o **Emergency Contacts** must be collected and/or verified from the patient verbally when they are checking in for their appointment
- o RVH&DC is not collecting **Next of Kin** information from the patient at this time

Note: If after completing the Patient Demographics form, the patient requests to give authorization to additional individuals for their records information, an ROI must be completed and that person's information must be added into the **Contacts/Communications** tab as a **Release of Medical Records**.

Communication will be going out to all staff in the very near future regarding Preferred Method of Communication and Release of Medical Records