CORONAVIRUS DISEASE 2019
(COVID-19)

COVID-19 Tent Testing Registration Process

Audience: Patient Access Registration Teams
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COVID-19 Response Team Owner: Finance
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Across Trinity System-wide, many of our RHMs are starting to roll out COVID-19 testing tents to expedite testing processes and separate possibly infected patients from the general hospital population. Our Patient Access colleagues play a critical role in this process to ensure we are registering patients both timely and accurately. As a reminder, copayments associated with COVID-19 medical testing and screening **must be waived** in accordance with the POS Collections guidance provided here.

To standardize registration processes across all our pop-up tents, please follow the below guidelines.

All patients seen in Trinity Health tents **are required to have an order from a medical provider for the COVID-19 test.** As such, the below guidance is separated between patients presenting with and without an order:

1. Patients presenting with an order for COVID-19 testing – if patient has already secured an order for testing, clinical staff will administer the test. Patient Access colleagues are required to register the patient as an **Outpatient Lab** under a separate location with the **naming convention '*Location* COVID-19 Testing Tent'**. Patient Access colleagues **must also collect full registration** information to ensure accurate billing. Depending on local clinical guidance and workflows, Patient Access colleagues can obtain the insurance information in one of the following ways:

    a. If patient is referred by a physician within the local RHM Medical Group Practice, Scheduling Team is expected to complete full registration prior to patient's arrival (i.e. this information may be pulled from either Athena, NextGen, Centricity, etc.).
    b. If patient isn't referred by a physician within the local RHM Medical Group Practice, Patient Access colleagues can collect insurance information via one of the following registration strategies:
        i. Implement mobile workstations within the tents and collect information directly with the patient. *At a minimum, this will require wifi, WOWs/iPads, and a power supply for the tent.*
        ii. If Patient Access colleagues aren't present within the tent due to infection prevention protocols, then Registration staff are expected to call patients after the tests are

administered to complete the full registration. *It is the expectation that clinicians within the tent place documentation in bag (Driver's License & Insurance Cards) or scan documents (if technology is available) and distribute to on-site Patient Access Team to perform quick registration*.

2. Patients presenting without an Order for COVID-19 testing – if patient hasn't secured an order at time of service, clinicians are expected to consult local clinical leadership on guidance to refer patient appropriately and determine what level of care is provided. This will inform how Patient Access colleagues register these patients. As sites continue to roll out strategies within testing tents, additional guidance will be provided. It is the expectation that our Hospital Site Leaders are actively engaged in these conversations around optimizing operational workflows. **Please ensure local policy is in alignment with CMS COVID-19 EMTALA Guidance which can be found here.*

Scope Limitations: Our contracted commercial payers continue to provide guidance for where labs should be sent, so please continue to consult your local Payer Strategy leads. In addition, if hospital isn't providing personnel or collection of specimen services, patients may be registered for tracking purposes.

If there are any questions, please consult with your Revenue Excellence leadership.