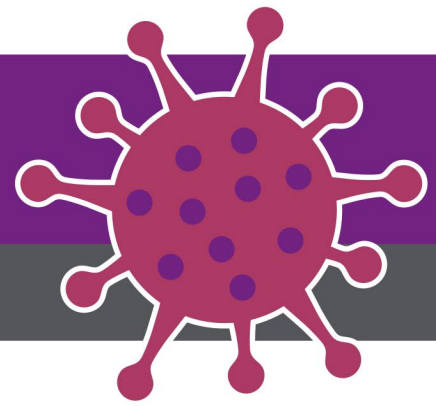


CORONAVIRUS DISEASE 2019 (COVID-19)

Collection of Patient Verbal Consent



Audience: Patient Access Registration Teams

Revision Date: 4/2/2020

Version: Version #2

We appreciate your support as we work together to ensure the safety of our patients, and community at large

Consent Forms

To ensure a safe working environment for Patient Access colleagues during the COVID-19 pandemic, patient consent for those being tested for COVID-19 or who present with flu-like symptoms can now be obtained via verbal consent, either in person or via phone call, as an alternative to capturing paper or e-signatures on written consent forms.

After explaining the consent form and securing the patient's verbal consent, colleagues are required to document in the account notes or document in the registration information 'verbal consent obtained' with an associated name of colleague, time, and date stamp.

Please keep in mind for patients not being treated or suspected of having COVID-19, colleagues are still required to follow normal operating protocols and obtain written consent forms from patients. The Regional Health Ministry should consider asking the patient to sign with his/her own pen, and then allow the patient to take the pen with him/her.

The goal of this guidance is to limit the team's exposure to COVID-19, while also ensuring we are obtaining the required consents from patients. Additional guidance on infection prevention precautions for colleagues can be found on the PULSE COVID-19 site. If there are any additional questions, please reach out directly to your Revenue Excellence leaders.

Beneficiary Notices

According to CMS guidelines, verbal consent from patients who have or are suspected of having COVID-19, may also be obtained in connection with delivery for the following critical documentation:

- Important Message from Medicare (IM)_CMS-10065
- Detailed Notices of Discharge (DND)_CMS-10066
- Notice of Medicare Non-Coverage (NOMNC)_CMS-10123
- Detailed Explanation of Non-Coverage (DENC)_CMS-10124
- Medicare Outpatient Observation Notice (MOON)_CMS-10611
- Advance Beneficiary Notice of Non-Coverage (ABN)_CMS-R-131
- Skilled Nursing Advance Beneficiary Notice of Non-Coverage (SNFABN)_CMS-10055
- Hospital Issued Notices of Non-Coverage (HINN)

Additional guidance will continue to be provided on alternative methods of providing these notices.