

# Patient Check In for Clinical and Clerical Staff

### Cerner Revenue Cycle Ambulatory EDUCATION

#### **Manual Patient Check In**

- 1. From the Patient Tracking screen:
  - a. Locate patient.
  - b. Set status to **Arrived** to launch the check-in conversation.



- 2. Move left to right through the tabs to verify or update patient demographic information within Modify Patient: Modify Full Registration conversation.
- 3. Click Save and Continue.

**Note:** For additional details on the registration process and individual screens, please see the Clinical EHR Education website.

Check In	-		×
Modify Patient: Modify Full Registration           Patient: Relationships         Guarantor         Insurance         Legal Forms         Alerts         2			
Selected Facility     Primary Care Physician     No PCP Reason     SSN     No SSN Reason     MRN       MHC Munson Family Practice Center 1     %     Yax MD, Thomas J     %     ✓     * 521-45-9963     ✓     AE4	N 1169142		^
Legal Name Last Name First Name Middle Name Suffix CERNED ANGUS			_
Preferred First Name	<b>A</b> 1		
Demonraphies			
Address Line 1 Address Line 2	3		>
Back	Save and Conti	nue C	ancel



- 6. Within the Add Images screen:
  - Click Add to Person, then follow the scanning process to scan driver's license and insurance card(s) as needed.

Filters Sea	rch	<b>v K</b>	No Items For Current Filters
Name	Туре	Ašsu	Uploaded By
			a
		- 21	Add to Person Add to Encounter Close



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- 7. Within the Apply Self-Pay Remittance screen (for cash or check payments only):
  - a. Complete Remittance and Payment Alias fields.
  - b. Click the **Add** button within the Apply To box.
  - c. Complete Amount **Tendered and Method** of Payment fields.
  - d. Click the Add button within the Collect Money box.
  - e. Click Submit when complete.
  - f. If no copay, not collecting, or if the patient is paying with credit card, click Cancel.

Apply Self-Pay Remittance				
Guarantor/Patient: Guarantor: CERNED, ANGUS				
Apply To	Guarantor Bal	ance:	\$0.0	0
Patient: CERNED, ANGUS Encounter 56006613 - 12/05/20: 🗸				
Service Item: Search by bill code or description	Encounter Bal	ance:	\$0.0	00
Remittance: \$0.00	Encounter Self Pay Balance:		\$0.00	
Payment Alias:	Payment Plan Installi	ment:	\$0.0	00
Adustment	Item	Details		
None O Manual O Percent		Service Item	Adjustment	Payment
Alias: 🗸		Total:		
Amount:	Amount Duoi			¢0.00
	Change Due:			\$0.00
Payment: Adjustment:	change Due.			30.00
D Add				
Collect Money Received From: CERNED ANGUS				
Amount Tendered's				
C Method of Payment: *				
Number/Description:				
Date: MM/DD/YYYY				
Authorization:				
d bad				f
	Sho	ow Receipt:	Submit Ca	ncel

8. From the Patient Tracking screen, set the status to Check In. This will update the Arrived status to Ready in both Revenue Cycle and PowerChart.

#### **Tonic e-Registration Patient Check In**

- 1. The patient will check in at the clinic using either the QR code or the iPad.
- 2. Once e-Registration is complete, the patient will return the iPad to the front desk.
- 3. Staff will see the patient's status has automatically updated to Arrived in Revenue Cycle.
- 4. Follow the Patient Answer Verification process to update insurance information if needed (see Tonic Manual for more details).
- 5. Open the patient's appointment details on the Patient Tracking screen by clicking in the space next to the time or by clicking Show.
- 6. Click on items with a red x to review and update.
  - a. Click Eligibility to open the encounter. Submit insurance eligibility if needed, then click Save.
- 7. From the Patient Tracking screen, set the status to Check In. This will update the Arrived status to Ready in both Revenue Cycle and PowerChart.

NOTE: If the patient enters new insurance information into Tonic, click on the patient's name on the Patient Tracking screen to open the chart and enter the new information under the insurance tab. Insurance must be linked at both the person and encounter levels.

🔍 Patient Tracking 🗡 Appointment Time Status Enco 07:00 AM AT0056 Appo Wait

