
Aurora Health Care
PATIENT ACCESS SERVICES
Metro

Effective: 05/24/01
Date of Last Revision/Review: 03/01/02
08/25/03

RESEARCH STUDY PATIENT REGISTRATION

PURPOSE:

To identify research study subjects and facilitate billing the appropriate payer.

SCOPE:

This policy is applicable to all areas within Metro-Region Patient Access Services and its facilities with responsibility for registration of patients.

POLICY:

The identification of patients participating in clinical research is of utmost importance to ensure caregiver awareness and accurate billing of services. Consequently, during the registration process for all patients (inpatients and outpatients), Patient Access personnel must inquire whether or not the patient is participating in a research study. This applies to all patients regardless of primary payer or demographics.

PROCEDURE:

□ Hospital Services (Inpatient and Outpatient)

- PAS employee registering patients will ask each patient, authorized representative, or admitting physician/physician assistant/nurse if the patient is a participant in a research study.
- The patient response will be documented in the registration system by selecting and entering the appropriate value (Y or N) for the ADZ field “Are services to be paid by a research grant?” and by selecting the appropriate response (Y or N) for the HBOC field “Research Study Patient”, and by selecting the appropriate response (No, Unknown, Yes) from the drop-down box for the Cerner field “Research Study Patient”.
- If service being received is related to a research study, the following information must be documented in the comment field:
 - Name of research study
 - Physician conducting study if different than the admitting or ordering physician
- Enter guarantor information per standard hospital procedure (typically patient unless patient is a minor)
- Enter Research as the **primary** insurance payer (insurance code QRG - Research)
- Collect and enter any other health insurance coverage utilizing standard coordination of benefit guidelines per standard hospital procedure.
- Suggested scripting for responding when patients ask why other health insurance information is collected when service being received is related to research study: “If for any reason you receive services unrelated to the research study, we will have the information necessary to bill your usual primary insurance rather than billing you directly.”

APPROVAL BODY:

Metro Patient Access Services Management Team