

ACE OutPatient Registration Reference

TABLE OF CONTENTS

I.	LOGGING ON.....	2
1.	SETTING NEW PASSWORDS.....	2
2.	LOGGING OFF.....	2
II.	MAIN MENU SCREENS.....	3
1.	MOVING AROUND IN ACE.....	4
2.	IMPORTANT KEYS.....	4
III.	ACE INQUIRY FUNCTIONS.....	5
1.	CPI INQUIRY/CPI UPDATE.....	5
2.	PT INQUIRY / PT UPDATE.....	6
3.	VISIT HISTORY.....	6
4.	CHART LOCATION INQUIRY.....	7
5.	INSURANCE INQUIRY.....	7
6.	EMPLOYER INQUIRY.....	7
7.	PROFESSIONAL INQUIRY.....	7
8.	PATIENT HISTORY ACTIVITY.....	8
IV.	PATIENT PRIVACY AND CONFIDENTIALITY.....	8
V.	SUPPORT CENTER.....	8

ACE OutPatient Registration Reference

Patient Management is the program used by Registration personnel to show the Admission, Discharge, and Transfer information for patients at UKMC.

The Registration Workstation (RWS) is the windows interface for PM. The RWS integrates 2 programs:

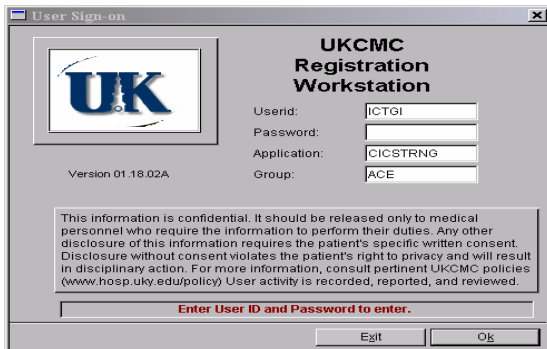
ACE—Ambulatory Care Enhancement) which is the registration system

AIM (Automated Insurance Manual).

When you sign on to ACE, it automatically signs you on the AIM as well. This allows you to enter the Insurance for the patient seamlessly during the registration process

I. Logging On

After you have taken the class, you will be given a userid which will give you access to PM Intro, OP Registration functions, and Medifax or EIMC (Eligibility Inquiry for Medicaid) functions.



1. Click on the RWS icon on your desktop
2. This will display the UKMC Registration Workstation LogOn Screen
3. Type your userid
4. Type your password
5. Click OK

1. Setting New Passwords

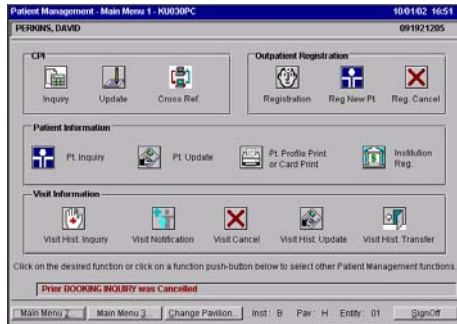
The first time you sign on, the system will prompt you to type a new password by displaying the message that “**Password has expired.**” You will have to make up a new password, **6-8** characters long using alpha and/or numeric characters. **The passwords expire every 60 days** and the system will prompt you to enter a new password when the old password expires. The system remembers the **last 10** passwords so you cannot reuse a password until you use 10 different passwords.

When you sign on to RWS, you will also be signing to the AIM system.

2. Logging Off

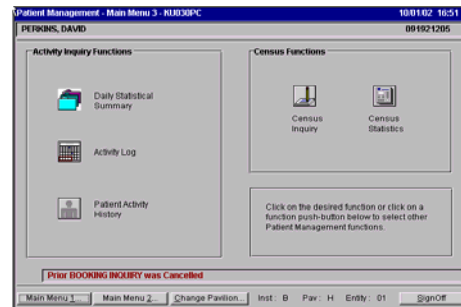
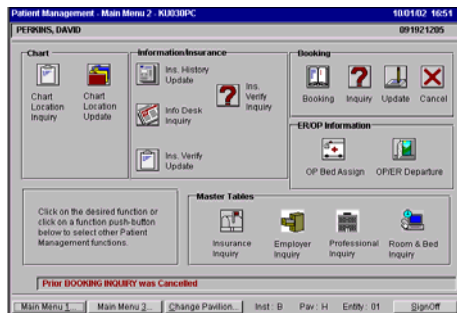
1. From the Main Menu, click on Signoff
2. This will return you back to the Sign-on Screen. At the sign on screen, click on Exit.

II. Main Menu Screens



Once you sign on the Main Menu Screen will be displayed. There are 2 more Main Menu Screens that you can access by clicking on the buttons at the bottom of the screen. Each Menu contains different ACE functions.

Click on the desired button to access a function



As

an

Outpatient Registration Counselor, you will have access to the following functions:

ACTIVITY LOG

Displays all patient Admission/Discharge/Transfer activities for patient by date

BOOKING INQUIRY

Booking Log Inquiry

CENSUS INQUIRY

Patient Care Unit searches

CENSUS STATISTICS

Displays Patient Room Occupancy

CHART LOCATION

Identifies all chart locations for patients

CPI INQUIRY

Searches patient demographic and employer information

CPI UPDATE

Updates patient demographic information

DAILY STATISTICAL SUMMARY

Daily Summary of all patient transactions

EMPLOYER INQ

Searches patient and guarantor employers

INFO DESK INQ

Searches patient locations

INS INQUIRY

Searches for insurance providers for UK patients

OP REGISTRATION

Function used to register patients

REGISTRATION NEW

Function used to register patients who have not been to UK before

PATIENT ACTIVITY HISTORY

Displays all patient Admission/Discharge/Transfer activities for patient

PATIENT INQUIRY

Displays patient's visits for the last 13 months or until the account balance is zero

PATIENT UPDATE

Updates patient case specific information such as insurance

PROFILE PRINT

Function used to print out patient registration summary and patient card

PROFESSIONAL INQ

Searches for all physicians

VISIT HISTORY INQ

Shows all visits for the patient

VISIT NOTIFICATION

Adds a visit to an existing registration on the same day

1. Moving around in ACE

In order to move from one screen to another, click on the buttons at the bottom of the screen. Examples:

- Main Menu, Main Menu 2, Main Menu 3
- OK button (same as the ENTER key)
- Page Fwd-Page Bwd (same as F7 and F8 keys)
- Back Button (same as F3 key)
- Drop Down Menus (opens up the code tables for a particular field)
- Selecting Keys from the drop down menu then choose Main Menu

2. Important Keys

F1 –	Help Screen on Column Heading Abbreviations
? --	Display the codes for that field
F3 –	Back-up to previous category
F7 –	Page Forward within a list
F8 –	Page Back within a list

Pause/Break Key – Return back to PM Function Selection Screen

Changing Pavilions: From the Main Menu, click on Change Pavilion type the Pavilion and click OK

There are 3 pavilions: H for Hospital, C for Markey Cancer Ctr., M for KY clinics

NOTE: On most Screens, you can use the function keys, the keyboard or click on the icon/button on the screen to access patient information.

Jump Return Window: Allows you to jump to another function then return back to the screen you were on

To access Jump Return Function

1. Click on Options Menu
2. Select Jump Return Window
3. Type the code for the function
4. Check off Return
5. Click OK

To Return back:

Press the F2 key

III. ACE Inquiry Functions

1. CPI Inquiry/CPI Update

CPI (Corporate Person Index Inquiry) includes all patients seen at UK since 1962. A CPI number is the Medical Record Number for the patient. Any patient who is seen, paid the bill for someone (GU) or born at UK Hospital has a CPI #. CPI search displays Patient Demographic and employer information.

How To Search: From the Main Menu, click on CPI Inquiry button to display the search screen and use the following criteria to find the patient:

1. Name and DOB
2. Name and Mother's Maiden Name
3. Social Security number only
4. Alpha

Complete the CPI # or the name fields when searching.

- a) Click on CPI Inquiry icon
- b) Type the patient's medical record number, name, or SS # and click OK
- c) Double click on the Patient's name to select patient to display the Person Information I screen
- d) Click OK to go to the Person Information II screen

Person Information I and II Screens display:

- a) Pt CPI #
- b) DOB, SS#
- c) Full Name
- d) Address, Phone
- e) Sex, Race
- f) Mother's Maiden Name
- g) Father's Name
- h) Advanced Directive
- i) Patient Employer
- j) Alias
- k) Permanent Comments

CPIU function is used to change or update the information on Person I and II screens.

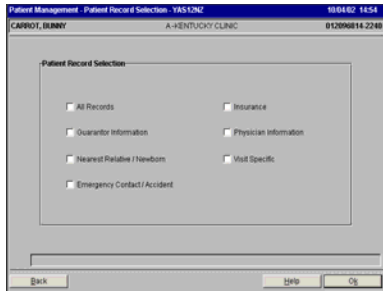
Alias Names: If a patient comes in with a different name you must change the name by:

1. Start CPI Update function
2. Type the patient's new name on the Personal Information I screen
3. Click on the **Aliases** button on the bottom of your screen
4. Type their old name as it appears on the top left of the screen in the first blank line
5. Press Enter until you return to the CPI Search Parameter screen; it will say CPI Update complete.

2. PT Inquiry / PT Update

Patient Inquiry displays visit specific information for at least 13 months.

To access Pt Inquiry:



- From the Main Menu, click on Patient Inquiry icon
- Type the patient's CPI # or name, click OK
- This will display all the visits for the Patient. Click on the desired visit
- This will display the Patient Record Screen. Choose an option by clicking on the box to check mark it and click OK

The Patient specific information displays guarantor, physician, nearest relative, emergency contact, insurance and visit specific information.

Pt Update allows you to update all visit specific information.

JULIAN DATES

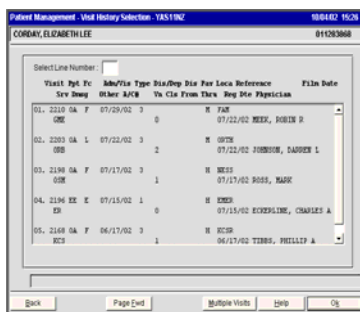
Every time the patient comes to UK Hospital, the patient is registered. In order to differentiate between visits, the registration adds 4 digits to the end of the CPI #.

These 4 digits comprise of the last digit for the year, and the actual calendar day of the year:

Example: 2280 = Year 2002, 280th day of the year=October 7, 2002

Another name for Julian Date is VISIT Suffix that will display on the Patient Inquiry and the Visit Inquiry screens.

3. Visit History



You can inquire about all the visits for the patient as well multiple visits on the same day using the Visit History function

Visit History screen has all of the visits listed since 1994.

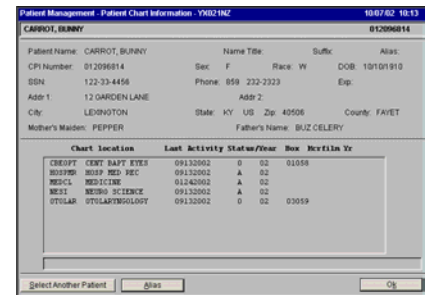
- To access Visit History
- From the Main Menu click on Visit History Icon
- Type the patient's CPI # or name, click OK
- The Visit History screen will be displayed

Multiple Visits: If the patient has been to more than one clinic on the same day, the visits can be viewed by clicking on the **Multiple Visits** button on bottom of the open window.

4. Chart Location Inquiry

The Chart Location Inquiry identifies all locations and status for patient's chart.

To access it, go to Main Menu 2 and click on Chart Location Inquiry.

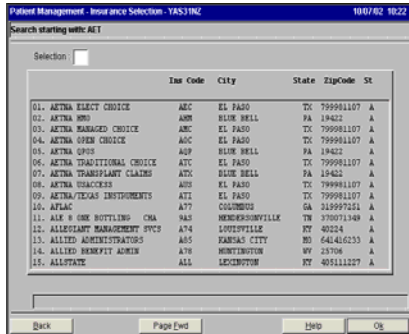


5. Insurance Inquiry

Displays a list of Insurances codes, and the status for the insurances.

A : Active insurance which can be attached to cases
I : Inactive Insurances which can no longer be attached to new cases.

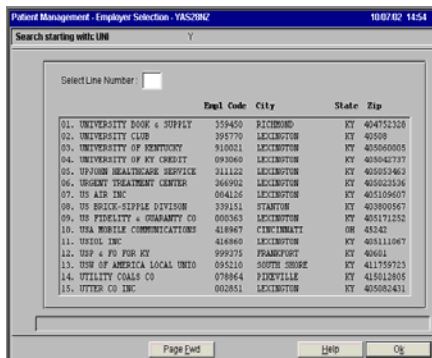
- To access Insurance Inquiry screen, click on the Insurance Inquiry icon from the Main Menu 2 screen.
- Type the Insurance Company name and click OK



6. Employer Inquiry

The Employer Inquiry function displays all the state-registered employers and their addresses.

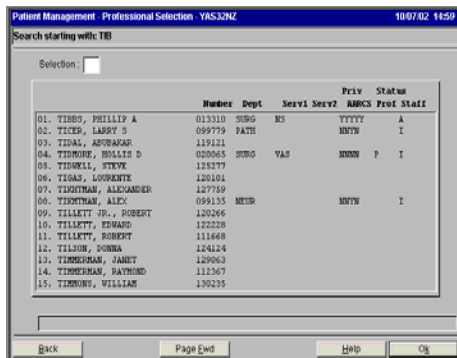
- To access Employer Inquiry screen, go to the Main Menu 2 screen and click on the Employer Inquiry icon.
- Type the Employer name and click OK



7. Professional Inquiry

The Professional Inquiry function displays the list of all licenced physicians in Kentucky including the UK physicians.

- To access the Professional Inquiry screen, from the Main Menu 2 screen, click on Professional Inquiry screen
- Type the physician name and click OK



8. Patient History Activity (Menu 3)

Log Dte/Tm	Visnt	Pnc	Actv	Eff Date/Time	Loc	Room-Rd	Rc	Srv	Tp	Dis	By	St
091302	1329	2256	ADM	09/13/02 13:28	1ADM	101 -B	D	NS			GI	A
091302	1328	2256	OPR	09/13/02 13:28	MESI			NS			GI	A
091302	1328	2256	OPR	09/13/02 13:28	MESI			NS			GI	A
082802	1236	2240	OPR	08/28/02 12:32	ENT			EMT			GI	A
082802	1235	2240	OPR	08/28/02 12:32	ENT			EMT			GI	A
032702	1038	2086	OPR	03/27/02 10:29	EMER			EMT			STU	A
032702	1038	2086	OPR	03/27/02 10:29	EMER			EMT			STU	A
012402	0918	2024	OPR	01/24/02 09:16	DIAL			PEN			GI	A
012402	0918	2024	OPR	01/24/02 09:16	DIAL			PEN			GI	A
121901	0942	1353	OPRN	12/19/01 09:28	ENT			EMT			STU	A
121901	0942	1353	OPRN	12/19/01 09:28	ENT			EMT			STU	A

The Patient History Activity displays a patient's admission, discharge and transfer activity on different accounts for the last 13 months.

The activity varies depending on the type of a registration and may say ADM for Admitted patients; OPR for Outpatient registrations, OPRN for new Outpatient registrations. VSNT denotes an added visit to the registration.

The ST (Status) column denotes whether the registration is ACTIVE or CANCELED.

IV. Patient Privacy and Confidentiality

When finished viewing patient information, please logoff from the system.

When sharing patient information with persons who have a right and need to know, please ensure that you are in a private setting where others cannot hear or see the confidential information.

Please protect the privacy of your password to the system to ensure patient confidentiality.

As to the privacy of patients, all printed documents that are no longer used and containing private patient information should be shredded or put in a secured confidentiality bin.

V. Support Center

The Support Center can resolve such problems as resetting passwords, recycling printers, and replacing mouse or light pens. If the Support Center is unable to resolve your problem right away, they forward the problem to a person who specializes in that area. When you call the Support Center, please provide them with name, telephone number, location, and a description of the problem. Don't forget to get a Reference number for the problem in case you need to call the Support Center again about the same problem

MCIS Support Center

Call **323-8586**

Open 24/7 every day of the year