Audit Checklist For Registration Processes

Staff Responsible

- Registration
- Reasons for audit
  - Specific event
  - Regular scheduled audit

Main Goal of The Step

- Engage the consumer in treatment – create warm respectful environment
- Determine barriers, if any to access
- Gather mandatory data requirements
- Gather and correctly process insurance information
- Communicate clearly the items needing to be done
- Manage any manual transfers to other staff

Indicator of Success

- Delay time for first contact
- Net Promoter Score
- Show rate at next workflow step
- % of intakes fully complete (demographics)
- % of intakes fully complete (insurance information)
- % of successful transfers to the next step

Items Reviewed

Patient Scheduling & Pre-Visit Preparation

- *Accuracy of appointment scheduling:* Are appointments correctly linked to the appropriate provider and service type?
- *Pre-authorization and eligibility checks:* Is insurance verified before the visit? Are authorization requirements met?
- *Demographic and insurance data entry:* Are patient details complete, accurate, and consistently formatted?

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Registration & Check-In Procedures
- *Verification of identity and insurance:* Are front desk staff confirming coverage and ID at check-in?
- *Consent and documentation collection:* Are HIPAA forms, financial agreements, and other consents properly obtained and stored?
- *Real-time updates:* Are changes in insurance or contact info captured and updated in the system?

Point-of-Service (POS) Collections
- *Copay and deductible collection:* Are staff trained and consistent in collecting expected payments at check-in?
- *Payment posting accuracy:* Are payments correctly applied to patient accounts and documented?
- *Financial counseling referrals:* Are patients with high out-of-pocket costs referred appropriately?

Workflow Compliance & System Use
- *Use of EHR/PM systems:* Are staff using scheduling and billing systems correctly (e.g., NetSuite, DATIS)?
- *Audit trails and timestamps:* Are actions traceable and compliant with internal controls?
- *Training and competency:* Are staff trained on RCM policies, payer rules, and system updates?

Error Rates & Denial Prevention
- *Claim rejections linked to front-end errors:* Are there patterns of denials due to incorrect patient info or missing authorizations?
- *Duplicate or missed registrations:* Are there issues with multiple entries or missed check-ins?

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Item	Score	Trend
Delay time for first contact		
Net promoter score		
% Of intakes fully complete (demographics)		
% Of intakes fully complete (insurance information)		
% Of successful transfers to the next step		