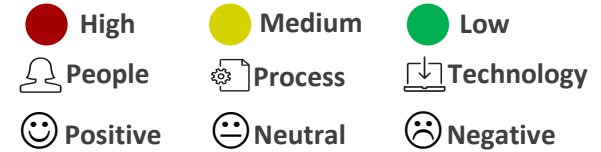
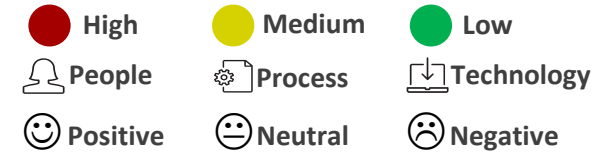


Patient Access



Change Name	Change Impact Description	Impacted Stakeholder Groups	Degree	Perception	👤	⚙️	💻
PA Staff is Responsible for Collecting IMMs	Today, the staff collects Important Message from Medicare information from Cerner worklist. In the future, PAS/Registration is responsible for Initial IMMN and MOON. CM/ MSW will obtain all discharge forms.	• Admissions	●	😐		✓	
Admission Notification	Currently, MLH runs extracts that send this information to payors. In the future state, MLH will continue to fax information to Aetna, UHC, BC of Mississippi, Amerigroup, Magnolia. MLH will use Epics 278N interface for BCBS and UHC.	• Admissions	●	😐		✓	
Authorization for Add-on	Today, there are no gatekeepers, so most requests are denied because the authorization request is not submitted on the same day. Appeals are then placed for the billing denial later in the week. In future state, Authorization staff will review surgical authorization workqueues regularly each day and gather authorizations when new accounts hit the workqueue.	• Authorization Team	●	😐		✓	
Scanning outside HIM	Today, Front Office clinic staff can upload documents, but HIM scans all paper documents into EMR. Registrathtion and other clinic areas will be able to scan documents into Onbase for viewing in Epic after being approved by the HIM Operations Director in a future state.	• Registration • HIM	●	😊	✓		

Patient Access



Change Name	Change Impact Description	Impacted Stakeholder Groups	Degree	Perception			
Scanning outside HIM	Currently, we do not have the technology to electronically sign consent forms. In a future state final user will collect e-signatures for all consents. Signature pads will be deployed to all registration areas to obtain electronic signature and scanners will be installed in registration areas for forms that cannot be e-signed.	<ul style="list-style-type: none"> • Patient Access • HIM 	●			✓	
Online Scheduling	Today, MLH does not use online scheduling. In the future, specialties will begin to use online scheduling.	<ul style="list-style-type: none"> • All users 	●			✓	
Department Owned Provider Templates	IT team owns maintaining Provider templates. In the future, departments will own their own Provider templates.	<ul style="list-style-type: none"> • Template Builders 	●			✓	
Post-Registration Work Queues	Currently, ULPS does not use post-reg WQ's. In the future, ULPS will use post-reg Work Queues to gather registration information.	<ul style="list-style-type: none"> • ULPS Registration Users 	●			✓	

● High

👤 People

😊 Positive

● Medium

⚙️ Process

😐 Neutral

● Low

💻 Technology

😞 Negative

Change Name	Change Impact Description	Impacted Stakeholder Groups	Degree	Perception	👤	⚙️	💻
Patient Education	Currently, the education available in Krames. COVID, Candida Auris, CHG skin treatment, Central line, COVID, Foley catheter, isolation, MDRO (List for patient education is very long).	<ul style="list-style-type: none">• Nurse• Infection Preventionist	●	😐		✓	