



Ambulatory Clinic Policy and Procedure

Title: PATIENT FORMS	Policy Number: EP 5.20
Regulation Reference:	Effective Date: 06/2018

Policy Statement:

It is the policy of Texas Tech University Health Sciences Center El Paso (TTUHSC El Paso) to complete forms requiring medical information on behalf of patients, as deemed appropriate by practitioners.

Scope and Distribution:

This policy applies and will be distributed to all Texas Tech Physicians of El Paso ambulatory clinics.

Procedure:

TTUHSC El Paso will charge for all miscellaneous forms requested to be completed by all patients. Miscellaneous forms will be categorized as follows:

- a) No-charge forms
- b) Simple forms
- c) Moderate-complex forms
- d) Complex forms
- e) Reprints

Each clinical department will create a policy that states:

- a) Workflow and tracking mechanism for miscellaneous form charges.
- b) Upfront collection of charges for services.
- c) Five-day minimum turnaround.
- d) Clarity of charges on expedited requests.
- e) Disclosure statement to patients stating any return of funds if services cannot be rendered may be applied to patient’s account at TTUHSC El Paso should the patient owe funds to TTUHSC El Paso.
- f) The miscellaneous charge will be charged directly to the patient and not the patient’s insurance company.

All forms will be assigned to a pseudo code and billed accordingly. A master index will be retained in a “miscellaneous forms” box and only two individuals per outpatient clinic will be given access to update and add new forms, so that the index continues to be maintained at all times and universally applied by all departments.

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Signatory approval on file by: Juan Figueroa, M.D. Director of Clinical Operations Clinic Operations Committee, Chair Paul L. Foster School of Medicine	