

New Hire PSR/BSR Assessment

Employee Name: _____	Site/Department _____
Manager/Supervisor: _____	Date: _____

Patient Secure Questions

1. Patient Secure improves patient safety by preventing
 - a. Patient overlaps
 - b. Duplicate registrations
 - c. Identity theft
 - d. All of the above
2. Which scripting is used when a patient presents at the desk for their appointment?
 - a. Are you enrolled in our Patient Secure
 - b. Please place your right hand on the scanner; may I have your date of birth?
 - c. May I see your insurance card and your picture ID?
3. What type of identification must a patient present to enroll in Patient Secure?
 - a. Costco card with picture
 - b. Social Security card
 - c. Government issued ID with picture
 - d. All of the above
4. It does not matter which hand is used to add a patient in Patient Secure.
 - a. True
 - b. False
5. Benefits of pulling up the patient using Patient Secure include:
 - a. Ensures patient safety and protects against identity theft
 - b. Ensures patient privacy
 - c. Patient will not be required to show government issued ID at check-in and expedites registration
 - d. All of the above
6. Scan the left palm only when:
 - a. The patient's right hand is permanently unavailable
 - b. Right hand has injury
 - c. Never scan the left hand
7. What do you do when a patient cannot be identified even after checking hand placement and have tried 2-3 times to identify her/him using Patient Secure.
 - a. Override the patients palm (re-enroll) with a proper ID
 - b. Document Failed Auth in AW registration screen and call the TAC (Help Desk) to issue a ticket
 - c. Send patient to the Patient Liaison
 - d. a & b

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8. To verify whether a patient has been added in Patient Secure, staff must identify the patients palm at the beginning of every check-in.
 - a. True
 - b. False

9. What should you do if a patient refuses to enroll in Patient Secure?
 - a. Provide the patient with FAQs
 - b. Inform the patient she/he can enroll at their next visit
 - c. Encourage enrollment for patient safety
 - d. All of the above

10. The majority of Failed Identifications are caused by
 - a. Incorrect hand placement
 - b. Palm scanner is dirty
 - c. Patient has a tattoo on their hand

Insurance Questions

Use your FSC Sheet to identify the insurances below:

11. HAC _____
12. BCC _____
13. BSP _____
14. MED _____
15. CIG _____
16. WEL _____
17. TRS _____
18. HSH _____

19. HealthNet HMO _____
20. Sharp Health Plan _____
21. First Health _____
22. Blue Shield PPO _____
23. Aetna PPO _____
24. Medi-Cal _____
25. Medicare by UHC (Medicare Advantage Plan) _____
26. Private Healthcare Systems _____

27. What is an HMO?

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28. When seeing the FSC: WEL, what must you do at every visit?
- Only schedule appointment types that are WEL
 - Don't schedule any appointments
 - Verify Medi-Cal eligibility online
 - Do not continue checking the patient in for the appointment
29. Patients must have Medicare part B to be covered at Sharp Rees-Stealy?
- True
 - False

AIDET, Basic Check In and Cashiering Questions

AIDET

30. In the event you are assisting a patient but have a line; what is one way you can acknowledge the patients that are waiting?
- Say, "Thank you for waiting. We will be right with you."
 - Say, "I'm going as fast as I can."
 - Tell your co-workers to "Go faster!"
 - Scream "Help!"
31. Which are the examples of a keyword or phrase?
- "For your privacy, Comfort and Delayed"
 - "Running Late"
 - "No Problem"
 - "For your benefit"
32. The provider was 15 minutes late starting his clinic. Which sentence below is the best way to inform the patient?
- "The provider is late again, as usual."
 - "You will be waiting even longer than expected."
 - "I want to inform you the provider is about 15 minutes delayed. "
33. When is an appropriate time to inform a patient how long a process or wait time will take?
- Only if it is important.
 - Only when your rising star is in alignment with Jupiter.
 - You should always inform the patient how long a process or wait time will take.
 - Only when the provider tells you to.
34. How often should AIDET be used?
- Every patient, every time.
 - Only when you are being watched by your supervisor.
 - Only when you want to.
 - Only when you are on the phone.

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Basic Check In

35. Lisa is checking in a patient and notices the Home Chart Location (HCL) displays NEW. What should Lisa do?
- Arrive the patient and collect their co-pay and usual.
 - Arrive the patient and send the patient to the BSR.
 - Complete the necessary registration process prior to arriving the patient's appointment or contact your BSR for assistance.
 - Arrive the patient and inform the physician the patient is a new patient.
36. When would a Medi-Cal patient need to sign an NNC form?
- Every Patient, Every Time.
 - Only when the patient is being seen by their PCP.
 - When obtaining non covered services.
 - When a patient is requesting a copy of their medical records.
37. When verifying demographic information it is best to:
- Tell the patient what the information is.
 - Only verify the address on their photo I.D.
 - Ask the patient to verify the address and contact telephone number by providing the PSR with the information.
 - Only verify the telephone numbers.
38. Mr. Simpson is checking in for his appointment and has VERIFY ID REQ on his account. What should the PSR do?
- Ask for photo ID to verify the identity of the person in front of you. All demographic information should be verified. Ask the patient to provide their SSN (at least last 4). DO NOT CHANGE THE SSN OR DOB on the SHC#. If the patient has a different SSN or DOB from what is in the system, stop and create a NEW REG, then contact your site BSR with both SHC#s indicating you created a new registration due to mismatching SSN and/or DOB.
 - Verify the picture ID of the person in front of you. Verify demographic information. Ask the patient to provide their SSN (at least last 4). CHANGE THE SSN OR DOB on the SHC# if the patient states they are different.
39. Where can you verify if the patient has signed a Conditions of Registration (C.O.R.)?
- In the Registration in Advanced Web and in User Support in Touchworks.
 - In the General Comments in Advanced Web and in Tasks in Touchworks.
 - In the Registration in Advanced Web and in Chart Viewer in Touchworks.
 - In the Financial Comments in Advanced Web and in Call Process in Touchworks.
40. What do you press for date and time stamp?
- CTRL A
 - CTRL T
 - CTRL B
 - CTRL C

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41. A patient has Sharp Health Plan HMO with SRS and a collector code of MDD. The patient needs to pay a copayment.
- True
 - False

Cashiering

42. Mr. Jones has three appointments today and only 1 check in his checkbook. Mr. Jones can make all three co-payments at one desk.
- True
 - False
43. Which screen do you access to delete a payment?
- Access Front Desk, choose View Fee Schedule.
 - Access Front Desk, choose BAR Recover Batch.
 - Access Front Desk, choose Cash Drawer.
 - Access Front Desk, choose Check In.
44. How do you access Invoice List?
- Access Patient Service, click Demographics.
 - Access Front Desk, click New Appointment.
 - Access Patient Services, click Invoice List
 - Access Patient Services, click Referrals.
45. Only a BSR can access Financial Comments.
- True
 - False
46. If a patient does not receive services after paying a co-payment, how could that patient receive a refund?
- The patient would have to call Patient Financial services to receive a refund.
 - The patient would have to go to the site BSR for a refund.
 - The patient could go back to the PSR that originally accepted the copayment.
 - There are no refunds for services not received.
47. When taking a payment for a no-show fee, how do you choose which invoice to post the money to?
- Choose the invoice of the No-show visit.
 - Choose today's invoice.

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- c. Always generate a new invoice.
 - d. Choose any invoice.
48. What is required on personal checks for payment?
- a. Preprinted check with check number, current date with matching numerical amounts and social security number.
 - b. Driver license information.
 - c. Preprinted check with check number, current date with matching numerical amounts and EMRN number.
 - d. Preprinted check with check number, current date with matching numerical amounts and spouse's first name.
49. When collecting any type of payment what should be documented in the comment field?
- a. Any additional comments you wish to add.
 - b. What the money being collected is for.
 - c. The payment type, payment reason, and payment method.
 - d. Leave it blank. This is space is only for revenue management to use.