


Name of Policy: Patient Access Productivity and Quality Standards Policy Number: 3364-132-18 Approving Officer: Chief Operations Officer Responsible Agent: Director, Patient Access Scope: The University of Toledo Medical Center Patient Access Department		 Effective date: July 1, 2022 Initial effective Date: January 7, 2007	
<input type="checkbox"/>	New policy proposal	<input checked="" type="checkbox"/>	Minor/technical revision of existing policy
<input type="checkbox"/>	Major revision of existing policy	<input type="checkbox"/>	Reaffirmation of existing policy

(A) Policy statement

Patient Access employees are expected to maintain productivity and quality standards based on the department Standard Operating Procedures (SOP). UTMC requires that all services are processed in an efficient and timely manner to assure accurate and timely billing practices.

(B) Purpose of policy

Provide a comprehensive registration productivity and quality standard.

(C) Procedure

- I. All Patient Access areas are held to a quality and productivity standard. See SOP for quality standard.
- II. Productivity and quality standards will be assessed during the employee's probationary period.
- III. At the end of the probationary period, all staff is accountable to their individual productivity score as it relates to the standard set by the SOPs.
- IV. Management will review individual productivity and quality standards monthly, or as needed..
 - a. Staff is required to communicate with management any barriers to meeting productivity and quality standards.
 - b. Management will provide needed education and assistance to barriers as allowed.
- V. Failure to meet the posted productivity and quality standards will result in an action plan or progressive disciplinary action.

Approved by:	Review/Revision Date:
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3364-132-18
Patient Access Productivity

<u>/s/</u> _____ Laura Kern Director, Patient Access	<u>06/23/2022</u> _____ Date	05/01/2009 02/02/2011 02/04/2011 04/01/2014 07/01/2019 07/01/2022
<u>/s/</u> _____ Chris Stesney-Ridenour Chief Operations Officer	<u>06/23/2022</u> _____ Date	
<i>Review/Revision Completed By:</i> Laura Kern		Next Review Date: 07/01/2025
Policies Superseded by This Policy:		

It is the responsibility of the reader to verify with the responsible agent that this is the most current version of the policy.