Name of Policy: ADT System Training and Access **Policy Number**: 3364-132-30 **Approving Officer**: Chief Operations Officer - UTMC **Responsible Agent**: Patient Access Director **Scope**: UTMC	THE UNIVERSITY OF TOLEDO **MEDICAL CENTER** **Original effective date**: 06/01/2018 Effective Date: 05/24/2021

Key words:

☐	New policy proposal	☒	Minor/technical revision of existing policy
☐	Major revision of existing policy	☐	Reaffirmation of existing policy

(A) Policy Statement

UTMC staff will receive the knowledge and skills to provide patient centered, university-quality care. All newly hired UTMC staff will be scheduled to attend a mandatory system application training. New staff must attend the first available scheduled training session. All staff will also be mandated to attend training sessions on a yearly basis to ensure all users receive continued education with system and procedure updates.

(B) Purpose of Policy

Providing advance knowledge through excellence in learning, discovery and engagement. With the intent to focus on system application responsibilities, competencies and performance expectations.

(C) Procedure

The training is designed to equip staff with the knowledge and skills necessary to perform his/her job. Based on job requirements the following training may be required.

(1) Content training session will focus on the following:

    a) Structure of Revenue Cycle
    b) Impact registration has on the bottom line
    c) Overview of insurance and definitions
    d) Medicare Secondary Payer (MSP)
    e) Customer service
    f) Scripting on how to collect patient balances

        g) Review of Patient Access policies

(2) Navigating thru Revenue Cycle application systems pertaining to patient demographics, scheduling, verifying insurance eligibility, scanning documents, and entering patient payments. Also, the importance of one medical record number.

(3) See Addendum for training requirements and associated access as it relates to job function. Successfully completing competency testing is required in order to gain access to any ADT system.

(4) All staff with ADT system access is required to attend annual training and pass competency testing. Non-compliant staff will have their access removed until proper training and competency is completed.

Approved by: _/s/_____ Chris Stesney-Ridenour Chief Operations Officer - UTMC 05/24/2021_____ Date *Review/Revision Completed by:* *Patient Access Director*	**Policies Superseded by This Policy:** None Review/Revision Date: 5/24/2021 Next review date: 5/24/2024