

## SA-VIT COLLECTION AGENCY TIPS OF THE MONTH ARCHIVES



March 2008

### **One Fifth of the Population Moves Each Year!**

Studies have shown that we Americans move our residences more than people in other countries. Because of this it is important to verify patient information on a regular basis. It is not only their addresses that change, you should also check telephone numbers, changes from landline phones to cell phones, employment information, insurance carriers, marital status, etc.

General practices, internal medicine, cardiology, pediatrics, oncology and other practices that see patients on a regular ongoing basis should update their patient information at least every six months.

Specialty practices such as ophthalmology, dermatology, orthopaedics, gastroenterology, general surgery, urology, etc. should update patient information at least once a year or whenever a patient schedules a new appointment.

This process begins with the person responsible for setting appointments. When it is time for the patients to update their personal information they should be notified to arrive at the office early and be prepared to fill out new forms. Correct information saves staff time and increases your ability to collect your fees.

When making copies of ID and insurance cards make sure the information copied is legible. Front-desk people should review the patient information forms to ensure they are filled out completely and the data can be read.

Good information will ultimately benefit both your practice and the collection efforts of your collection agency.

Submitted by Patricia Mutchler