Documenting Bad Phone Number and Address

If the office calls the patient and is told they have the wrong number, the office needs to document that there's a bad phone number on file.

In Experior:

On the PRP/Account Information tab- Change Credit Status to "81" CS Lockout-Bad Phone Number.

If the patient is in collections, DO NOT remove the 90 credit status. Instead, do the following:

On the PRP/Patient Information tab- In the Alert Notes, type *******Bad Phone Number**********

If the office receives returned mail due to a bad address, the office needs to document.

In Experior:

On the PRP/Patient tab- Change Bad Address to "BAD".

The outcome looks like this:

Chart Home Locn	City/State/Zip-Code	Soc Sec	Lock Out	Referring Provider	Next Appt
TEST, MONACO 6516827-01	222 E MAIN ST JOHNSON CITY TN 37604	03/03/1979 36 yr 423-123-4567 123-45-6789	$.00 00 00 81	E. REPRODUCTIVE ENDO LAB (499)	M

Experior -- Webpage Dialog

Patient Alerts

Alert Notes

*********************************BAD PHONE NUMBER*********************************

Alert	Alert Data	Alert Information
Credit Status	90	CS LOCKOUT-IN COLLECTIONS
Credit Status Lock	90	CS LOCKOUT-IN COLLECTIONS
Bad Address On Patient		
Patient Born	03/03/1979	They are 36 Years old