SOP: Patient Registration and Demographic Data Collection

This SOP details the procedure for **patient registration and demographic data collection**, including patient identification verification, accurate recording of personal information, collection of contact details, insurance verification, and documentation of medical history. The objective is to ensure efficient and accurate gathering of essential patient data to facilitate effective healthcare delivery and maintain comprehensive records.

1. Purpose

To outline a standardized procedure for registering new and returning patients and collecting comprehensive, accurate demographic and health information.

2. Scope

This SOP applies to all administrative and clinical staff involved in patient registration at [Facility Name]. It covers all points of entry including front desk, online portals, and call center registration.

3. Responsibilities

- **Registration Staff:** Collect, verify, and enter patient information into the system.
- **Clinical Staff:** Review collected data and update as necessary for clinical care.
- **Supervisors:** Ensure all registration staff are trained and compliant with the SOP.

4. Procedure

1. **Patient Arrival and Greeting:**
   - Welcome the patient and confirm the purpose of their visit.
2. **Identification Verification:**
   - Request a valid government-issued ID (e.g., driver's license, passport).
   - For minors, request identification from legal guardian.
3. **Collection of Personal and Demographic Information:**
   - Full legal name, date of birth, gender, address, nationality, ethnicity (as applicable), and preferred language.
4. **Contact Details:**
   - Current phone numbers, email, and emergency contact information.
   - Confirm accuracy with the patient.
5. **Insurance Verification:**
   - Collect insurance card(s) and verify active coverage.
   - Enter relevant policy details; notify the patient of any discrepancies.
6. **Medical History Documentation:**
   - Collect or update information on allergies, chronic illnesses, medications, surgical history, and family medical history as required.
7. **Review and Confirmation:**
   - Read back key information to the patient for confirmation.
   - Have the patient or guardian sign the registration and information release form as appropriate.
8. **Data Entry and Secure Storage:**
   - Enter data into the Electronic Medical Record (EMR) system or approved paper forms.
   - Ensure all patient data is stored securely in compliance with privacy regulations (e.g., HIPAA).
9. **Process Completion:**
   - Provide the patient with any required information or next steps.
   - Thank the patient and direct them to the next stage of their visit.

5. Documentation

- Patient Registration Form
- Consent and Information Release Forms
- Insurance Verification Checklist
- EMR Entries

6. Related Policies

- Patient Privacy and Confidentiality Policy
- Data Management and Retention Policy

7. Review and Revision

This SOP shall be reviewed annually or as needed to reflect changes in regulations, technology, or organizational processes.

Prepared By	Approved By	Date of Issue	Revision No.
[Name/Title]	[Name/Title]	[MM/DD/YYYY]	[Number]