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## Step Guide to an Effective Pre-Admission Process

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The recipe for streamlining  
your entire admission process  
remains the same, despite  
adding COVID-19 to the mix

We created three steps to help your skilled  
nursing facility (SNF) improve operational  
efficiencies and reduce hospital readmissions.





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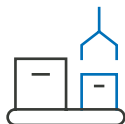
## Review Your Recipe

The pre-admission process is similar to reading through your recipe before you start cooking. Prior to admitting a patient, you must understand what patient data is missing of the information available to you. Having this clarity will help you streamline the entire admission process, from start to finish.

Now consider the challenges presented by COVID-19. It is even more important now than ever to collect data to overcome the obstacles your SNF faces as a result of the pandemic.

Ensure you have full visibility into the patient prior to admission by answering these fundamental questions:

- In addition to the hospital discharge documents, do I have all other health data and records that can help me make informed decisions? Is it complete and accurate?
- Does my entire care team have visibility into the patient's data within the electronic health record?
- Is the patient right for my facility?
- What are the financial obligations? What does a patient's coverage include and what will you be reimbursed for?



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## Add in Automation

Now that you know what ingredients are needed, you must gather them – your data. Incorporating automated tools into the mix can make these administrative processes more efficient, freeing up valuable time for your staff.

Automating the data collection and analysis portions of your pre-admission process can give you confidence in your referral decision and streamline your admission day. Take your ingredients and add automation capabilities to achieve standardized documentation and processes for:

- **Patient Records** – Receiving each individual patient's health information from the hospital should be triggered automatically
- **Medication Reconciliation** – Instantly obtaining the most recent medication list from the hospital eliminates any guesswork and reduces the chance of adverse drug events
- **Payer Information** – Expedite verification of financial responsibility so that you can make an admission decision quickly
- **Paperwork** – Go paperless and automate sending email admissions documents for e-Signature to prospects and family members



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## Spread the Word

No recipe is complete these days without posting a pic. This may not exactly be the case with a SNF pre-admission, but it is important to communicate referral statuses to relevant stakeholders.

Efficient communication methods that can relay decisions is crucial for enabling collaboration. Key stakeholders include:

### Internal

- **Billing Department:** Regular communication of automated verification checks instills confidence in accurate and up-to-date benefits and coverage, reducing claims denials
- **Nursing Team:** Nurses need to understand each patient's individual needs so they can staff accordingly and be best prepared to deliver the best care

### External

- **Referral Network:** Because referral partners must place patients as quickly as possible, seamless coordination and communication ensures that the patient is routed to the most appropriate care facility, efficiently
- **Community:** Be transparent about what's happening in your facility to build confidence and trust with patients and family members, strengthening your reputation within the community



## Bon Appetit

Your SNF will benefit immensely from streamlining its pre-admission processes. A complete picture of the patient prior to admission allows you to understand and prepare for the type of care they need, reducing unnecessary hospital readmissions. Moreover, streamlining the coordination of that patient data with automation tools helps reduce the time it takes to gather information, increases accuracy, and makes that information available to critical stakeholders when they need it most.

**Get admissions right with this tried-and-true recipe!**

PointClickCare's data collection solutions can help you streamline your admission process from start to finish.

[Learn More](#)

PointClickCare Technologies Inc., helps long-term and post-acute care (LTPAC) providers gain the confidence they need to navigate the new realities of value-based healthcare.

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