Patient Pre-registration Q&A

Our mission at New London Hospital (NLH) is to provide patient-centered quality care for every patient, every time in partnership with patients, families and healthcare providers. The changes being made to the patient registration process that are described below will ensure that we continue to meet our mission.

Soon, patients visiting providers in the practices on the 2nd floor will be able to pre-register over the phone and will no longer need to stop in the main lobby to register. Upon arrival, patients can proceed directly to the patient waiting area on the 2nd floor and check-in.

Why has patient registration changed?
NLH is enhancing its services and adding new providers to better serve our patients. By offering pre-registration, current and new patients will no longer need to stop in the lobby prior to seeing their provider. This will save patient’s time and provide more privacy as patients confirm and update their information.

What is pre-registration?
Pre-registration is the process of obtaining and/or confirming the necessary insurance, contact and other required information over the phone prior to the patient’s arrival at the hospital. It is an extension of the confirmation phone call that all patients currently receive and will occur 1 to 2 weeks prior to a patient’s appointment.

When will pre-registration begin?
The anticipated start date for phone pre-registration is January.

How will pre-registration benefit NLH patients?
Pre-registration will allow patients to provide or confirm their information in the privacy of their own home. It will also reduce the amount of time a patient will need to arrive before the appointment time.

Do patients have to pre-register over the phone?
No, however pre-registration is designed to make the registration process easier for the patient and decrease wait time.

What if a patient is not in a private location or cannot talk on the phone when they receive the pre-registration call?
If it is not a convenient time, the patient can let the registration representative know and the call will be rescheduled for a more convenient time. Patients will continue to have the option to register when they arrive for their appointment.

12/19/12
Do patients still need to show their insurance card when they arrive at NLH for their appointment?
If a patient’s insurance has changed, NLH will need a copy of the new insurance card. The representative who pre-registers the patient will remind him/her to bring their insurance card to their appointment. The patient can show their card at the patient waiting room window on the 2nd floor.

What if the patient does not have an appointment?
If a patient does not have a scheduled appointment, they should proceed directly to the patient waiting room located on the 2nd floor. From there the patient will be directed to a Patient Care Coordinator who will register them in private.

Will a patient’s privacy be protected in the new registration area?
Yes. All patient registrations will take place in a private area.

Is there enough room in the waiting area to accommodate this change?
Yes. We have ensured there is plenty of seating in the waiting area.

Will there be new signage?
Yes, temporary signage has already been placed to direct patients to the correct location. Permanent signs will be designed and displayed.

What about registration for the Lab?
Registration changes for the Lab are being discussed but at this time lab patients will continue to register as they do now.

What if you are unsure how to proceed when you arrive at the hospital?
Our Concierge in the main lobby will still be available to direct you to the proper area.

If you have additional questions please contact Ellen Mathews at 603-526-5196 or ellen.mathews@newlondonhospital.org.