1. What are some of the changes that have affected hospitals during the twentieth and twenty-first centuries?

   **Answer:**
   
   - Increases in hospital costs
   - Medicare, Medicaid, and CHIP
   - The emergence of health maintenance organizations
   - Shifts from independent to network health care providers

2. What is fee-for-service payment?

   **Answer:**
   
   It is a method of payment for health care in which the health care provider charges and is paid for each item of service provided.

3. What is a per diem payment?

   **Answer:**
   
   It is a payment rendered to an institution based on the number of days of service provided.
4. List and describe five different types of outpatient services.

**Answer:**

- Ambulatory surgery services—surgical procedures performed on an outpatient basis
- Emergency care services—emergency care in which the patient is treated and released
- Observation services—services provided by a hospital that involve the monitoring of patients on an outpatient basis to determine if inpatient care is needed
- Ancillary services—testing services provided by the hospital on an outpatient basis
- Partial hospitalization program—an intensive treatment program in which patients receive services for part of each day. These patients would otherwise require inpatient psychiatric care

5. List and describe three different types of hospital outpatients.

**Answer:**

- Clinic outpatient—an outpatient treated in an organized clinic of the hospital in which hospital staff evaluate the patient and manage his or her care
- Referred outpatient—an outpatient who is referred to the hospital for specific services such as laboratory or radiology examinations
- Emergency outpatient—an outpatient evaluated and treated in the emergency department of the hospital
6. What is EMTALA?

   **Answer:**

   EMTALA is the Emergency Medical Treatment and Active Labor Act—a federal law that imposes a legal duty on hospitals to screen and stabilize, if necessary, any patient who arrives in the emergency department. The purpose of EMTALA is to prevent the “dumping” of patients who may not be able to pay for emergency department services.

7. What is ARRA?

   **Answer:**

   The American Recovery and Reinvestment Act is a federal law passed in 2009 that, among other things, created an incentive program for health care providers to utilize EHRs for improved patient care.

8. List and describe three types of freestanding ambulatory care settings.

   **Answer:**

   The student may describe any three of the following settings:

   - Physician private practice—setting in which physicians practice in their own business rather than working for an organization such as a clinic or urgent care center.
   - Public health department—setting which provides a variety of services to improve the health of the community as a whole in addition to health care for individuals.
   - Community health center—ambulatory setting developed in the 1960s to provide ambulatory care to the indigent of a particular neighborhood.
• Urgent care center—ambulatory care setting in which patients are seen on a walk-in basis without appointments. They provide service for longer hours than most private physician practices.

• Ambulatory surgery center—setting providing surgery on an ambulatory basis. They usually have at least one full-time operating room and provide surgical privileges to physicians in the community.

9. Define the following terms used in ambulatory care.

Answer:

• Encounter—face-to-face contact between the patient and the provider

• Nurse practitioner—registered nurse who has additional education and credentials that allow limited independent practice

• Reason for visit—reason provided by the patient for why care is requested

• Superbill—a form used for billing purposes which includes the services that the patient received, the charges, and diagnosis and procedure codes

10. Name the two main organizations that accredit ambulatory care.

Answer:

The Joint Commission (TJC)

Accreditation Association for Ambulatory Health Care, Inc. (AAAHC)
11. List the major types of documentation that are basic to all ambulatory encounters and settings.  

   **Answer:**
   
   - Registration/demographic information
   - History and physical
   - Lab and x-ray results
   - Encounter form
   - Problem list

12. What types of patient identifiers are used in ambulatory care?  

   **Answer:**
   
   Patient name
   
   Patient number—unit number or serial number
   
   Patient number—social security number, family numbering