 <p>B.S. Aquino Drive, Bacolod City, Negros Occidental, 6100</p> <p>DR. PABLO O. TORRE MEMORIAL HOSPITAL</p>	Document Code:	DPOTMH-B-7-P01-S06
	Effective Date:	08-30-2022
	Document Type:	Standard Operating Procedure
	Page Number:	1 of 3
	Department/Section:	Billing
	Document Title:	RELEASING OF HOSPITAL BILL FOR CASH PATIENTS

PURPOSE:

To establish a documented procedure to ensure the proper release of the hospital bills for cash patients.

SCOPE:


Applies to all Billing Section Staff of Dr. Pablo O. Torre Memorial Hospital (DPOTMH)

PERSON RESPONSIBLE:

Cashier, Billing Staff, Billing Supervisor, Chief Risk Manager


GENERAL GUIDELINES:

1. The release of the hospital bill should be within two (2) hours from the time of the discharge order.
2. The Billing Staff shall inform the Station Nurse as soon as the patient's bill is finished.
3. The Billing Supervisor should validate all discount computations.
4. The Billing Staff should explain the bill to the patient's representative and should be available for any clarification.

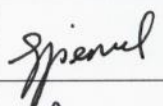
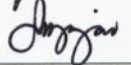
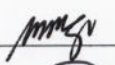

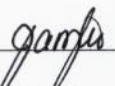

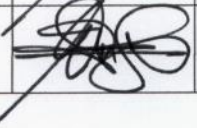
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	Page Number:	2 of 3
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PROCEDURE:

1. The Billing Staff informs the nurse on duty that the patient's bill is ready.
2. The Nurse on duty informs the patient or the patient's representative that the hospital bill is ready, so that the latter can go down to the Billing Section to settle the bill.
3. The Billing Staff gives a duplicate copy of the patient or patient's representative and lets him/her sign Part 1 and 3 of the Philhealth Claim Signature Form (CSF) if the patient is a Philhealth member or member's beneficiary, while the original of the bill is forwarded to the cashier.
4. The Billing Staff computes any discounts, when applicable.
5. The Billing Supervisor validates the discount computation.
6. The patient or representative presents a duplicate copy of the hospital bill, with a discount if applicable, to the Cashier and pays the net amount.
7. The Cashier receives the payment, encodes the transaction on the computer, and issues an Official Receipt.
8. After payment, the Cashier issues a clearance in four copies:
 - 8.1 Three (3) copies to be forwarded to the Station Nurse.
 - 8.2 One (1) copy to be retained by the Billing Section (attached to the bill).
9. The Cashier gives the original bill together with the Official Receipt (OR) and Clearance.

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	Document Type:	Standard Operating Procedure
	Page Number:	3 of 3
	Department/Section:	Billing
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APPROVAL:

	Name/Title	Signature	Date
Prepared by:	GLOREGENE J. SERUELO Billing Supervisor		8/23/22
Verified:	MA. VICTORIA J. VARGAS Chief Risk Manager		8/29/22
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Reviewed:	DENNIS C. ESCALONA, MN, FPCHA, FPSQua Quality Assurance Supervisor		09/07/2022
Recommending Approval:	JULIE ANNE CHRISTINE J. KO, CPA, MBA, FPCHA Chief Finance Officer		9/9/2022
	SOCORRO VICTORIA L. DE LEON, CPA, MBA, PhD, FPCHA Vice President, Chief Operating Officer		9/9/2022
Approved:	GENESIS GOLDI D. GOLINGAN President and CEO		9/9/22

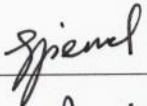
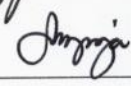


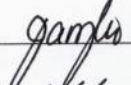

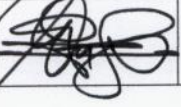
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	Page Number:	1 of 2
	Department/Section:	Billing
	Document Title:	RELEASING OF HOSPITAL BILL FOR CASH PATIENTS

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KEY TASKS	PERSON RESPONSIBLE
1. Receives the Patient's Account Status and Information Sheet from the Admitting Section.	Billing Staff
2. Makes a daily written endorsement on the patient's account status and information sheet of the transactions that have transpired between him or her and the client.	
3. Affixes his/her signature to the endorsement.	
4. Encodes information in the computerized patient's Statement of Account.	
5. Refers to the Billing Section Head or the Chief Risk Manager the cash patient with accounts over P30,000.00, and those with problematic accounts.	
6. Calls the patient's representative (with accounts that have exceeded their limits or guarantee note) and informs him/her about the suspension of his/her credit extension.	
7. Puts the patient's account on hold for ancillary services to issue charge slips.	
8. Prints a Request for Deposit.	
9. Gives a copy of the request to the patient's watcher or representative.	
10. Notifies the Nurse-on-Duty that the account of the patient concerned is re-opened.	

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	MARIE MARGARET G. VALLADOLID, CPA, MBA Treasury Officer		09/02/2022
Reviewed:	DENNIS C. ESCALONA, MN, FPCHA, FPSQua Quality Assurance Supervisor		09/09/2022
Recommending Approval:	JULIE ANNE CHRISTINE J. KO, CPA, MBA, FPCHA Chief Finance Officer		9/9/2022
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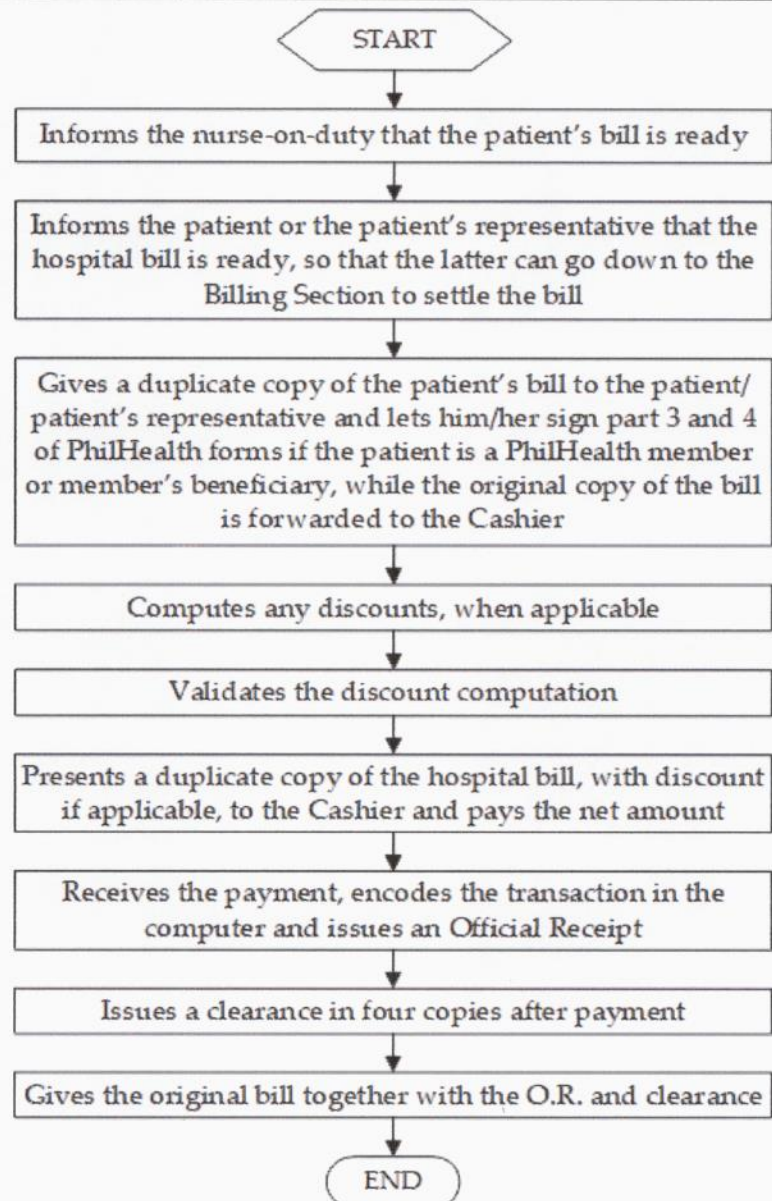



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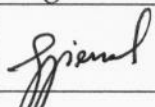
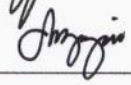


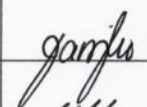

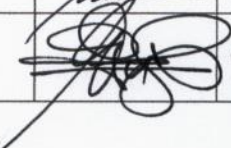
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Effective Date:	08-30-2022
Document Type:	Flowchart
Page Number:	1 of 2
Department/Section:	Billing
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FLOWCHART



 <p>DR. PABLO O. TORRE MEMORIAL HOSPITAL</p> <p>B.S. Aquino Drive, Bacolod City, Negros Occidental, 6100</p>	Document Code:	DPOTMH-B-7-P01-FC06
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