 <p>B.S. Aquino Drive, Bacolod City, Negros Occidental, 6100</p> <p>DR. PABLO O. TORRE MEMORIAL HOSPITAL</p>	Document Code:	DPOTMH-B-10-P04
	Effective Date:	07-31-2022
	Document Type:	Policy
	Page Number:	1 of 4
	Department/Section:	Credit and Collection
	Document Title:	PROCESSING OF PATIENT'S REFUND

PURPOSE:

To give back to the patient the over payment on hospital bill due to:


1. Credit adjustments such as late returned medicines, senior citizen discount, PWD discount, and other related adjustments;
2. Cash patient with financial assistance from government agencies.

LEVEL:

Accounts Receivable Clerk, Credit & Collection Supervisor, Collection-Head Company Account, Collection Clerk, Credit & Collection Manager, Treasury Manager


DEFINITION OF TERMS:

1. ***Excess Computation Sheet*** - This refers to a form that shows the computation of the excess of the coverage of HMOs/Insurances.
2. ***Guarantee Note (GN)*** - This refers to a letter of assurance, from a company with a credit line in the hospital, confirming that the cost of treatment for the patient shall be paid by such company within the specified limit.
3. ***Letter of Authorization (LOA)*** - This refers to an endorsement from HMOs/Insurances accredited with the hospital confirming that the cost of treatment for the patient shall be paid by such HMOs/Insurances within the specified amount of coverage.
4. ***Check Clearing*** - This refers to the movement of cash from the bank at which a check is drawn (drawing bank) to the bank which is set to receive the funds (the depositing bank).
5. ***Credit Advice*** - This refers to a notification from the bank that an amount of money has been deposited to the company's bank account.
6. ***Payee*** - This refers to a name of person who is the recipient of the patient's refund.

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POLICY:

- 1 The claimant of the patient's refund should either be:
 - 1.1 the patient
 - 1.2 the patient's authorized representative
 - 1.3 the parents/guardian, in case the patient is a minor or
 - 1.4 the direct dependent, in case the patient is bedridden or incapacitated
- 2 The patient's refund should be supported with the original copy of the Patient's Statement of Account or Hospital Bill as an internal control to prevent double processing of the refund.
- 3 The processing time of the patient's refund is seven (7) working days.
- 4 The patient's refund due to a senior citizen's discount should be supported with a photocopy of the senior citizen's ID or any valid document as proof that the patient is a senior citizen.
- 5 For hospital bill under the guarantee of HMOs, Insurances and other corporate accounts, the refund of the patient's deposit should be supported with a photocopy or duplicate copy of the Excess Computation Sheet, Summary of the Statement of Account and a photocopy of the Guarantee Note or Letter of Authority.
- 6 For payment through check, the patient's refund shall be processed after check clearing, which is three (3) working days.
- 7 For payment through the use of a credit/debit card, the patient's refund shall be processed after the receipt of the credit advice from the bank.
- 8 For patient's refund due to accommodation of reimbursement of insurance claim and other forms of financial assistance, a processing fee of One Hundred Fifty Pesos (P150.00) shall be deducted from the patient's refund to cover for the cost of paper, check, printer toner, manpower and other related costs.


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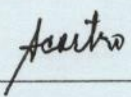
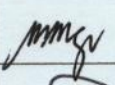

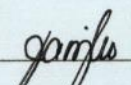
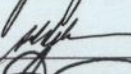
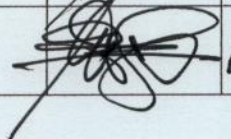
Revised Policy


DISSEMINATION:

Department Meeting
Bulletin Board via Communicator

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	Document Title:	PROCESSING OF PATIENT'S REFUND

APPROVAL:

	Name/Title	Signature	Date
Prepared by:	MA. ANA LEE M. CASTRO Credit & Collection Manager		8/25/2021
Verified by:	MARIE MARGARET G. VALLADOLID Treasury Manager		08/26/2022
Reviewed:	DENNIS C. ESCALONA, MN, FPSQua Quality Assurance Supervisor		09/09/2022
Recommending Approval:	JULIE ANNE CHRISTINE J. KO, CPA, MBA, FPCHA Chief Finance Officer		9/28/2022
	SOCORRO VICTORIA L. DE LEON, CPA, MBA, PhD, FPCHA Vice President – Chief Operating Officer		10/6/22
Approved:	GENESIS GOLDI D. GOLINGAN President and CEO		10/24/22

 <p>B.S. Aquino Drive, Bacolod City, Negros Occidental, 6100</p> <p>DR. PABLO O. TORRE MEMORIAL HOSPITAL</p>	Document Code:	DPOTMH-B-10-P04-S01
	Effective Date:	07-31-2022
	Document Type:	Standard Operating Procedure
	Page Number:	1 of 3
	Department/Section:	Credit and Collection
	Document Title:	PROCESSING OF PATIENT'S REFUND

PURPOSE:

To provide a guidelines in the processing of patient's refund.

SCOPE:

Applies to all Credit and Collection Department Staff of Dr. Pablo O. Torre Memorial Hospital (DPOTMH)


PERSON RESPONSIBLE:

Accounts Receivable Clerk, Credit & Collection Supervisor, Collection-Head Company Account, Collection Clerk, Credit & Collection Manager, Treasury Manager

PROCEDURE:

Patient's Refund from Other Areas:


- 1 The Accounts Receivable Clerk logs the following:
 - 1.1 Request for Payment received from the Philhealth Section
 - 1.2 Supporting documents of refund from the Billing Section
 - 1.3 Request for Payment from the Pharmacy
- 2 The Accounts Receivable Clerk prepares the Request for Payment for those supporting documents from the Billing Section and forwards to the Credit & Collection Supervisor all the Request for Payment.
- 3 The Credit & Collection Supervisor validates the refund and signs the Request for Payment.
- 4 The Credit & Collection Manager checks if the patient has an outstanding account.
- 5 If yes, the Request for Payment is returned to the Credit & Collection Supervisor for offsetting of the whole amount of refund in case the account is higher than the refund or deduction of the account from the refund in case the account is lower than the refund. Otherwise, the Credit and Collection Manager approves the Request for Payment.
- 6 The Collection Clerk logs the approved Request for Payment and endorses this to the General Accounting for check issuance.

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Patient's Refund Processed by the Department:

1. The Accounts Receivable Clerk gathers the supporting documents, such as the original copy of the Hospital Bill, a photocopy of the Excess Computation Sheet, a photocopy of the Senior Citizen's ID/ PWD ID and other necessary documents as proof of refund.
2. The Accounts Receivable Clerk prints the recent Summary of the Statement of Account or A/R Subsidiary Ledger-Back End that shows the patient's refund and attaches this to other supporting documents.
3. The Accounts Receivable Clerk asks the patient's representative as to the payee, if payee is other than the patient and the contact number.
4. The Accounts Receivable Clerk gives instructions as to when and where to claim the check and to present a valid identification card for the release of the check.
5. The Accounts Receivable Clerk prepares the Request for Payment for refund over P2,000.00 or Revolving Fund Voucher for refund of P2,000.00 and below and attaches to it the supporting documents.
6. The Credit & Collection Supervisor/Collection Head – Company Account validates the refund and signs the Request for Payment/Revolving Fund Voucher.
7. The Credit & Collection Manager checks if the patient has an outstanding account.
8. If yes, the Request for Payment/Revolving Fund Voucher is returned to the Credit & Collection Supervisor for offsetting of the whole amount of refund in case the account is higher than the refund or deduction of the account from the refund in case the account is lower than the refund. Otherwise, the Credit and Collection Manager approves the Request for Payment/ Revolving Fund Voucher.
9. The Collection Clerk logs the approved Request for Payment and endorses this to the General Accounting for check issuance.
10. The Treasury Manager approves the Revolving Fund Voucher.
11. The Accounts Receivable Clerk endorses the approved Revolving Fund Voucher to the Cashier for release to the patient or patient's representative.

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APPROVAL:

	Name/Title	Signature	Date
Prepared by:	MA. ANA LEE M. CASTRO Credit & Collection Manager		8/25/2022
Verified by:	MARIE MARGARET G. VALLADOLID Treasury Manager		08/24/2022
Reviewed:	DENNIS C. ESCALONA, MN, FPSQua Quality Assurance Supervisor		09/07/2022
Recommending Approval:	JULIE ANNE CHRISTINE J. KO, CPA, MBA, FPCHA Chief Finance Officer		9/08/2022
	SOCORRO VICTORIA L. DE LEON, CPA, MBA, PhD, FPCHA Vice President – Chief Operating Officer		10/07/2022
Approved:	GENESIS GOLDI D. GOLINGAN President and CEO		10/21/22


 <p>DR. PABLO O. TORRE MEMORIAL HOSPITAL</p>	Document Code:	DPOTMH-B-10-P04-WI01
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KEY TASKS	PERSON RESPONSIBLE
Patient's Refund from Other Areas:	
1. Logs the Request for Payment received from the Philhealth Section, Supporting documents of refund from the Billing Section and Request for Payment from the Pharmacy	Accounts Receivable Clerk
2. Prepares the Request for Payment for those supporting documents from the Billing Section and forwards to the Credit & Collection Supervisor all the Request for Payment.	
3. Validates the refund and signs the Request for Payment.	Credit & Collection Supervisor
4. Checks if the patient has an outstanding account.	Credit & Collection Manager
5. Returns the Request for Payment to the Credit & Collection Supervisor for offsetting of the whole amount of refund in case the account is higher than the refund or deduction of the account from the refund in case the account is lower than the refund. Otherwise, approves the Request for Payment/Revolving Fund Voucher.	
6. Logs the approved Request for Payment and endorses this to the General Accounting for check issuance.	Collection Clerk
Patient's Refund Processed by the Department	
1. Gathers the supporting documents, such as the original copy of the Hospital Bill, a photocopy of the Excess Computation Sheet, a photocopy of the Senior Citizen's ID/ PWD ID and other necessary documents as proof of refund.	Accounts Receivable Clerk

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2. Prints the recent Summary of the Statement of Account or A/R Subsidiary Ledger-Back End that shows the patient's refund and attaches this to other supporting documents.	Accounts Receivable Clerk
3. Asks the patient's representative as to the payee, if payee is other than the patient and the contact number.	
4. Gives instructions as to when and where to claim the check and to present a valid identification card for the release of the check.	
5. Prepares the Request for Payment for refund over P2,000.00 or Revolving Fund Voucher for refund of P2,000.00 and below and attaches to it the supporting documents.	
6. Validates the refund and signs the Request for Payment/Revolving Fund Voucher.	Credit & Collection Supervisor
7. Checks if the patient has an outstanding account.	Credit & Collection Manager
8. Returns the Request for Payment/Revolving Fund Voucher to the Credit & Collection Supervisor for offsetting of the whole amount of refund in case the account is higher than the refund or deduction of the account from the refund in case the account is lower than the refund. Otherwise, approves the Request for Payment/Revolving Fund Voucher.	
9. Logs the approved Request for Payment and endorses this to the General Accounting for check issuance.	Collection Clerk
10. Approves the Revolving Fund Voucher.	Treasury Manager
11. Endorses the approved Revolving Fund Voucher to the Cashier for release to the patient.	Accounts Receivable Clerk

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	Document Title:	PROCESSING OF PATIENT'S REFUND

APPROVAL:

	Name/Title	Signature	Date
Prepared by:	MA. ANA LEE M. CASTRO Credit & Collection Manager	<i>A. Castro</i>	8/15/2022
Verified by:	MARIE MARGARET G. VALLADOLID Treasury Manager	<i>mmgv</i>	08/26/2022
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Recommending Approval:	JULIE ANNE CHRISTINE J. KO, CPA, MBA, FPCHA Chief Finance Officer	<i>J. Ko</i>	9/28/2022
	SOCORRO VICTORIA L. DE LEON, CPA, MBA, PhD, FPCHA Vice President – Chief Operating Officer	<i>S. De Leon</i>	10/07/2022
Approved:	GENESIS GOLDI D. GOLINGAN President and CEO	<i>G. Golingan</i>	10/21/22



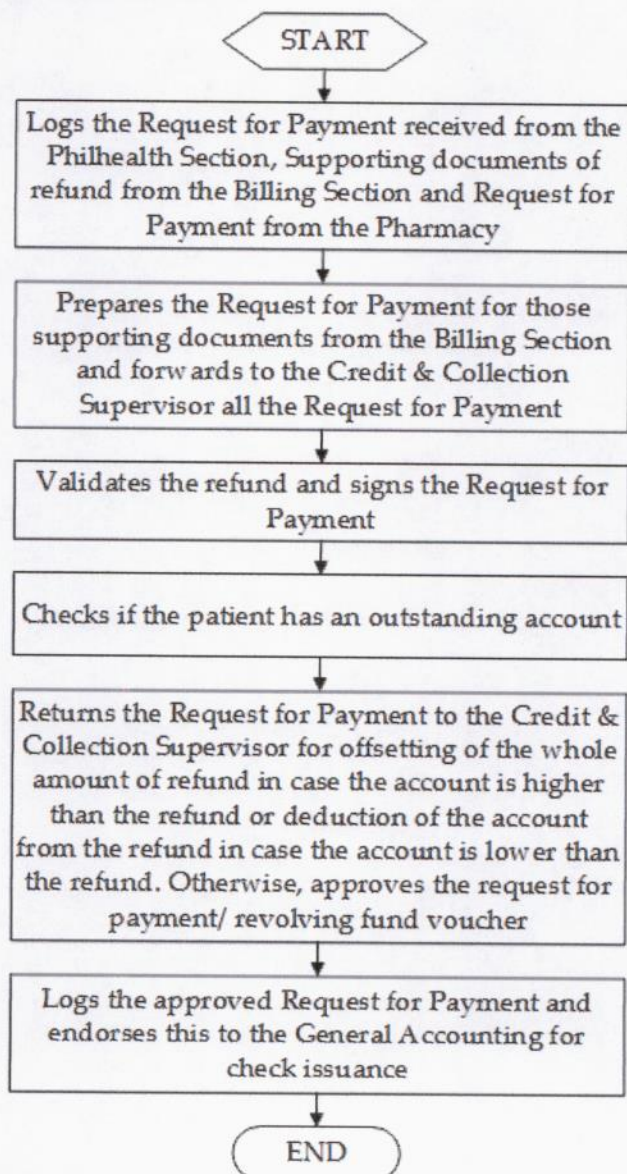
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FLOWCHART

Patient's Refund from Other Areas





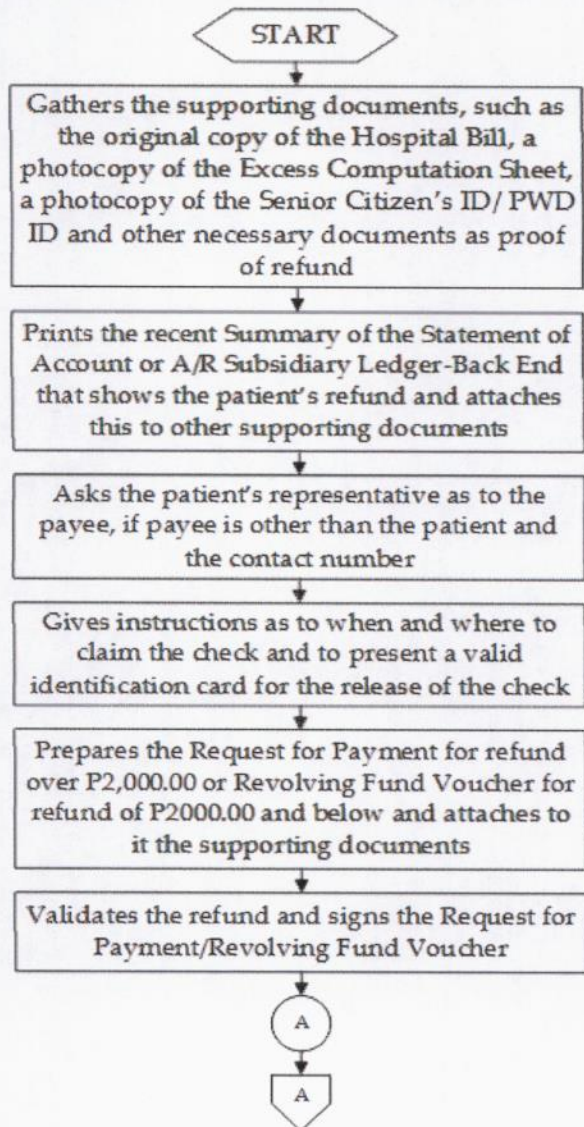
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FLOWCHART

PATIENT'S REFUND PROCESSED BY THE DEPARTMENT:



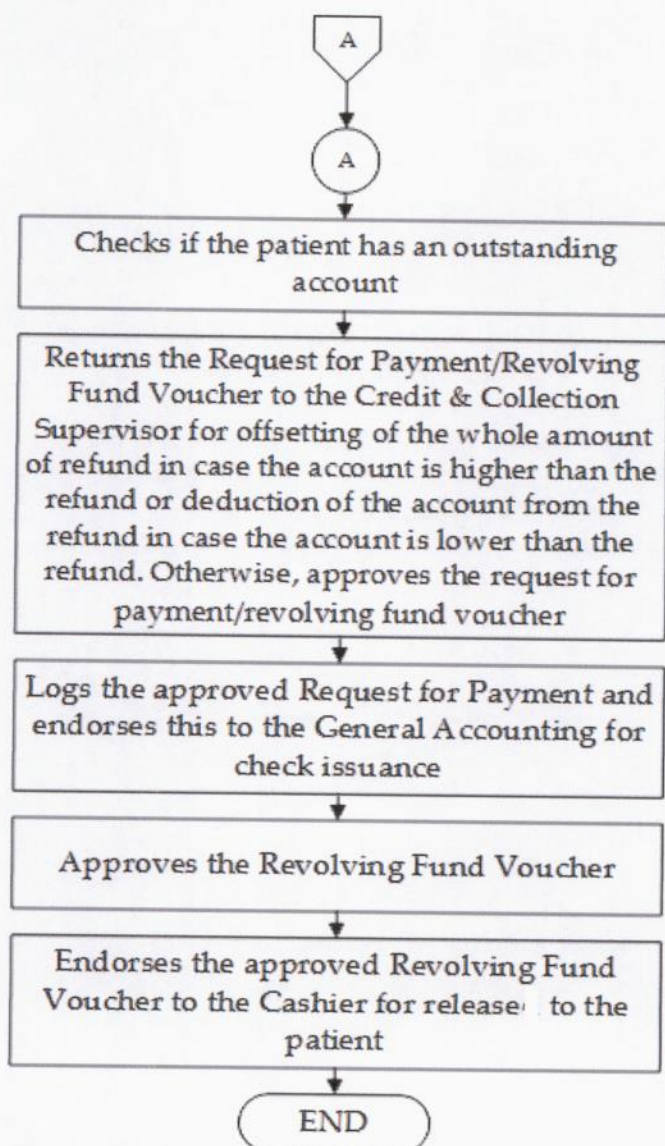



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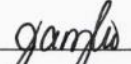

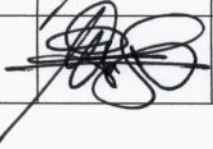
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	Name/Title	Signature	Date
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Verified by:	MARIE MARGARET G. VALLADOLID Treasury Manager		08/26/2022
Reviewed:	DENNIS C. ESCALONA, MN, FPSQua Quality Assurance Supervisor		09/01/2022
Recommending Approval:	JULIE ANNE CHRISTINE J. KO, CPA, MBA, FPCHA Chief Finance Officer		9/28/2022
	SOCORRO VICTORIA L. DE LEON, CPA, MBA, PhD, FPCHA Vice President – Chief Operating Officer		10/01/2022
Approved:	GENESIS GOLDI D. GOLINGAN President and CEO		10/21/22