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PURPOSE:

To provide guidelines on how to secure settlement of the client's account.

SCOPE:


Applies to all Wound Care Center Staff of Dr. Pablo O. Torre Memorial Hospital (DPOTMH)

PERSON RESPONSIBLE:

Wound Care Center Nurses, Wound Care Center Clerks, and Cashier

GENERAL GUIDELINES:

1. Payment shall be required after a procedure has been completed.
2. Payment shall be made through cash, PHIC, HMO, Credit/debit card, or letter of guarantee from other offices approved by the billing officer.
3. Only authorized personnel shall receive payment and issue official receipts.
4. Official receipts shall be canceled only when the original and duplicate copies are presented to the cashier.
5. Refund shall be made only in the same shift once the presentation of official receipt and cancellation of payment is made.
6. All money received from the clients should be issued official receipts.
7. Valid senior citizen and PWD ID shall be required for patients availing of special discounts.
8. All settled accounts shall be issued a clearance slip.

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PROCEDURE:

CASH

- 1 The client gives his assessment/bill to the Cashier.
- 2 The Cashier receives the payment.
- 3 The Cashier encodes the transaction on the computer.
 - 3.1 Go to cash receipts.
 - 3.2 Click new, type the transaction number or client's name.
 - 3.3 Encodes/enter amount, check official receipt number.
 - 3.4 Apply and post payment.
 - 3.5 Print official receipt.
- 4 Cashier signs the pre-printed computerized official receipt and gives the original copy to the client.
- 5 Cashier retains the duplicate copy of the official receipt.

CREDIT CARD/DEBIT CARD

- 1 The client presents the assessment form and his/her credit or debit card to the Cashier.
- 2 The Cashier encodes transactions on the computer.
 - 2.1 Go to cash receipts.
 - 2.2 Click new and type the client's last name or the transaction number.
 - 2.3 Apply discount under the discount field if applicable.
 - 2.4 Encodes necessary information of the credit card.
 - 2.5 Click credit card then click add.
 - 2.6 Enter/Encode the following:
 - 2.6.1 Card type
 - 2.6.2 Card number – encode the last 4 digits of the card
 - 2.6.3 Name of the cardholder
 - 2.6.4 Expiry date of the card
 - 2.6.5 Amount to be paid

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- 3 The Cashier swipes the card on the POS machine to get approval for the specified amount.
- 4 The Cashier obtains approval.
- 5 The POS machine prints out three (3) copies of the transaction slips, re-print one (1) copy.
- 6 The client signs the transaction slips.
- 7 Cashier ~~will~~ *apply* and post payment.
- 8 Cashier generates and signs the official receipt.
- 9 The Cashier attaches the customer's copy of the transaction slip to the duplicate copy of the official receipt and retains both copies.
- 10 The Cashier attaches the duplicate copy of the transaction slip to the duplicate copy of the official receipt and retains both copies.
- 11 The Cashier files the bank and the merchant copy of the transaction slip in a designated box for the Credit and Collection Department and logs on the credit card logbook.

PHILHEALTH


1. The client submits a Member Data Record (MDR) and CF1 to the Wound Care Center Clerk.
2. Clerk ~~will~~ *does* the online registration of the client.
3. Clerk prints the Philhealth Benefit Eligibility Form (PBEF) and attaches it together with MDR and CF1.
4. Clerk bills the client and distinguished PHIC coverage.
5. Clerk ~~let~~ *lets* the client sign the Statement of Account.
6. Clerk gives the client a copy of the SOA and retains a copy for accounting.
7. Client pays amount in excess of the PHIC.
8. Cashier issues an official receipt.

HMO


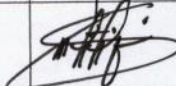
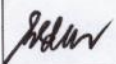


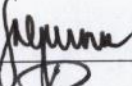

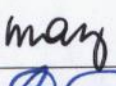
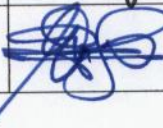
- 1 The client presents a Letter of Authority (LOA) to the Wound Care Center Clerk.
- 2 The clerk checks the following information on the LOA.
 - 2.1 Approval code


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- 2.2 Validity date of the LOA
 - 2.3 Diagnosis
 - 2.4 Procedure to be done
 - 2.5 Signature of the Physician
 - 2.6 Signature of the member
- 3 Clerk tag transaction under the client's HMO.
 - 4 Client will proceed to the Cashier after the procedure.
 - 5 Cashier checks charges against the LOA.
 - 6 Cashier will tag and post transactions of the client.
 - 7 Client pays in excess of the HMO coverage.
 - 8 Cashier issues an official receipt.

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Reviewed:	DENNIS C. ESCALONA, MN, FPCHA, FPSQua Quality Assurance Supervisor		7/28/2022
Recommending Approval:	MARIA LIZA C. PERAREN, RN, MAN Nursing Division Officer		7/28/2022
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Approved:	GENESIS GOLDI D. GOLINGAN President and CEO		9/22/22

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KEY TASKS	PERSON RESPONSIBLE
CASH	
1. Gives his assessment/bill to the Cashier.	Client
2. Receives the payment and encodes the transaction in the computer.	Cashier
3. Signs pre-printed computerized official receipt and give the original copy to the client.	
4. Retains the duplicate copy of the official receipt.	
CREDIT CARD/DEBIT CARD	
1. Presents the assessment form and his/her credit or debit card to the Cashier.	Client
2. Encodes transaction in the computer.	Cashier
3. Swipes the card on the POS machine to get approval for the specified amount.	
4. Obtains approval.	
5. Signs the transaction slips.	Client
6. Generates and signs the official receipt.	Cashier
7. Attaches the customer's copy of the transaction slip to the duplicate copy of the official receipt and retains both copies.	
8. Attaches the duplicate copy of the transaction slip to the duplicate copy of the official receipt and retains both copies.	
9. Files the bank and the merchant copy of the	




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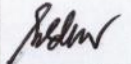


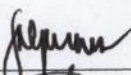


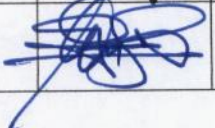
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transaction slip in a designated box for the Credit and Collection Department and logs on the credit card logbook.	
PHILHEALTH	
1. Submits a Member Data Record (MDR) and CF1 to the Wound Care Center Clerk.	Client
2. Does the online registration of the client.	Clerk
3. Prints the Philhealth Benefit Eligibility Form (PBEF) and attaches it together with MDR and CF1.	
4. Bills the client and distinguished PHIC coverage.	
5. Lets the client sign the Statement of Account and gives the client a copy of the SOA and retains a copy for accounting.	
6. Pays amount in excess of the PHIC.	Client
7. Issues official receipt.	Cashier
HMO	
1. Presents a Letter of Authority (LOA) to the Wound Care Center Clerk.	Client
2. Checks the information on the LOA.	Clerk
3. Tags transaction under the client's HMO.	
4. Proceeds to cashier after procedure.	Client
5. Checks charges against the LOA, tags and posts transaction of the client.	Cashier
6. Pays in excess of the HMO coverage.	Client
7. Issues official receipt.	Cashier

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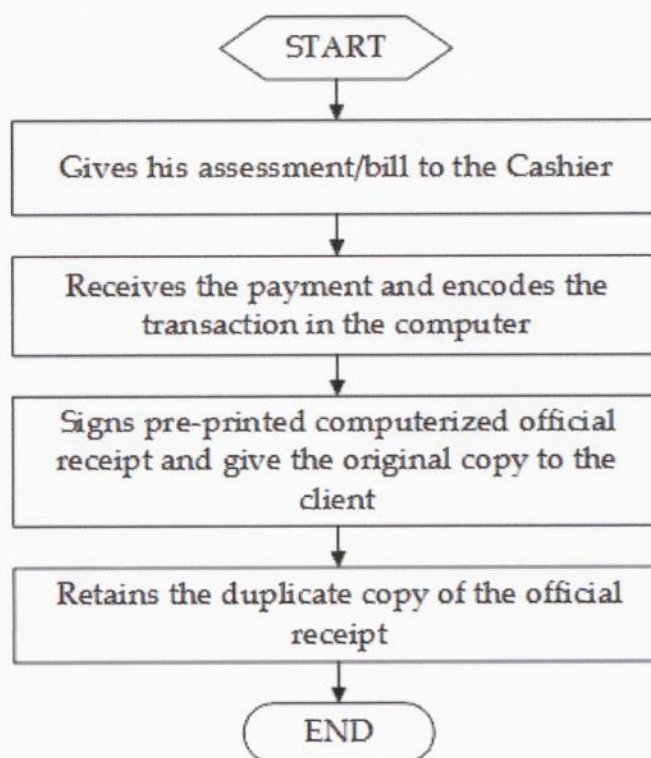
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FLOWCHART

CASH





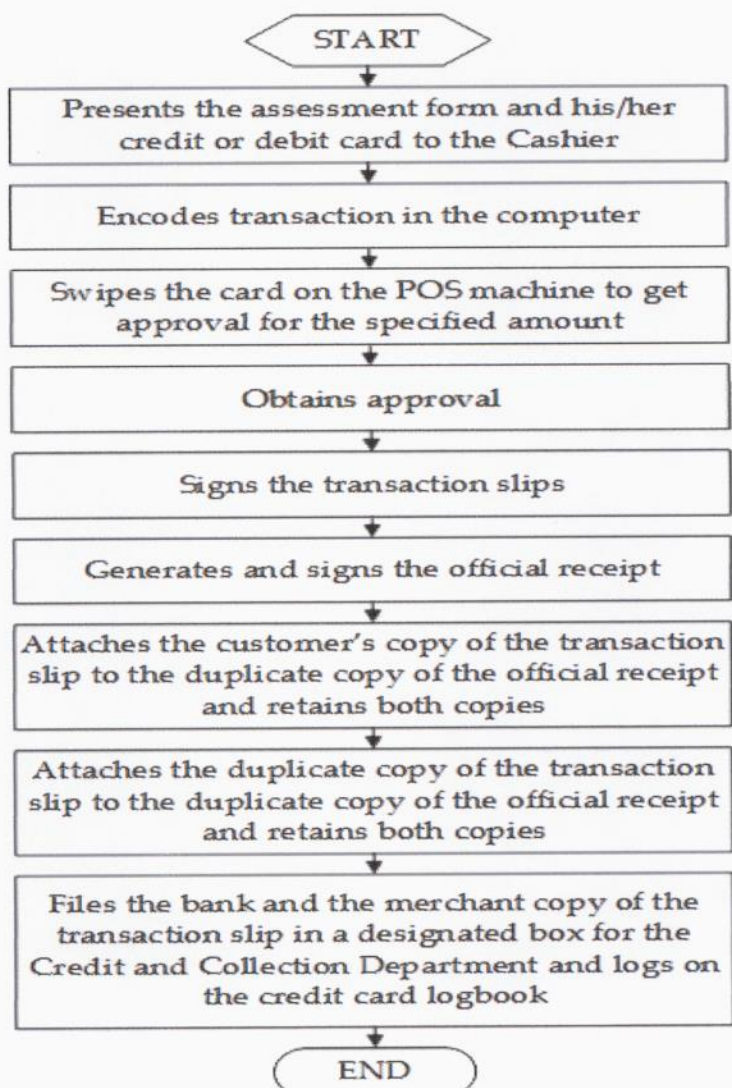
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CREDIT CARD/DEBIT CARD





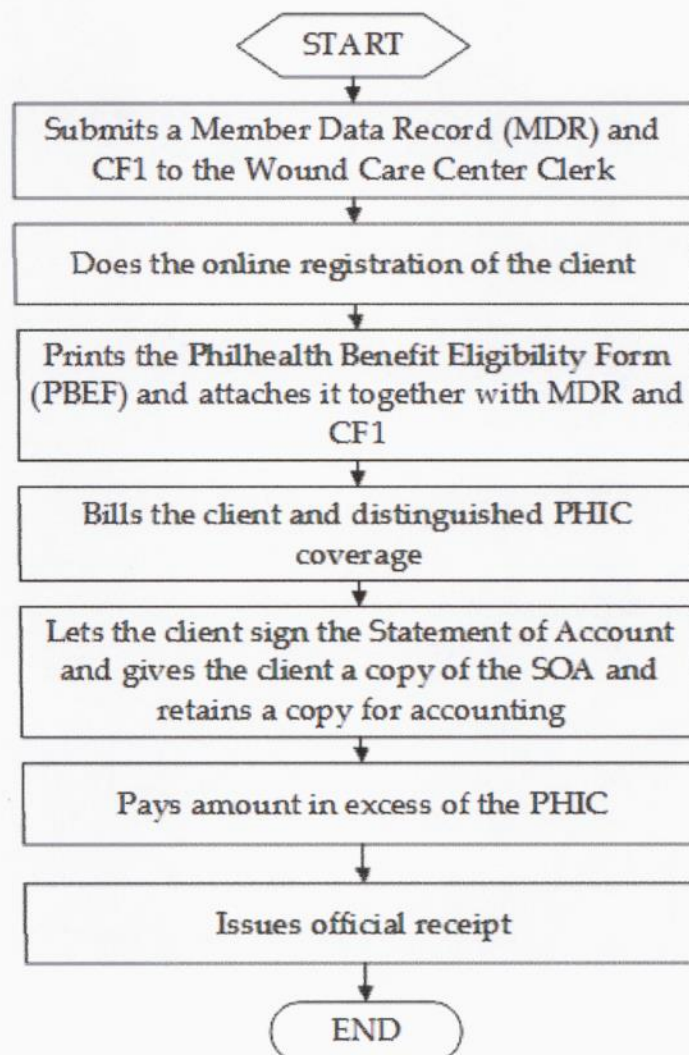
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PHILHEALTH





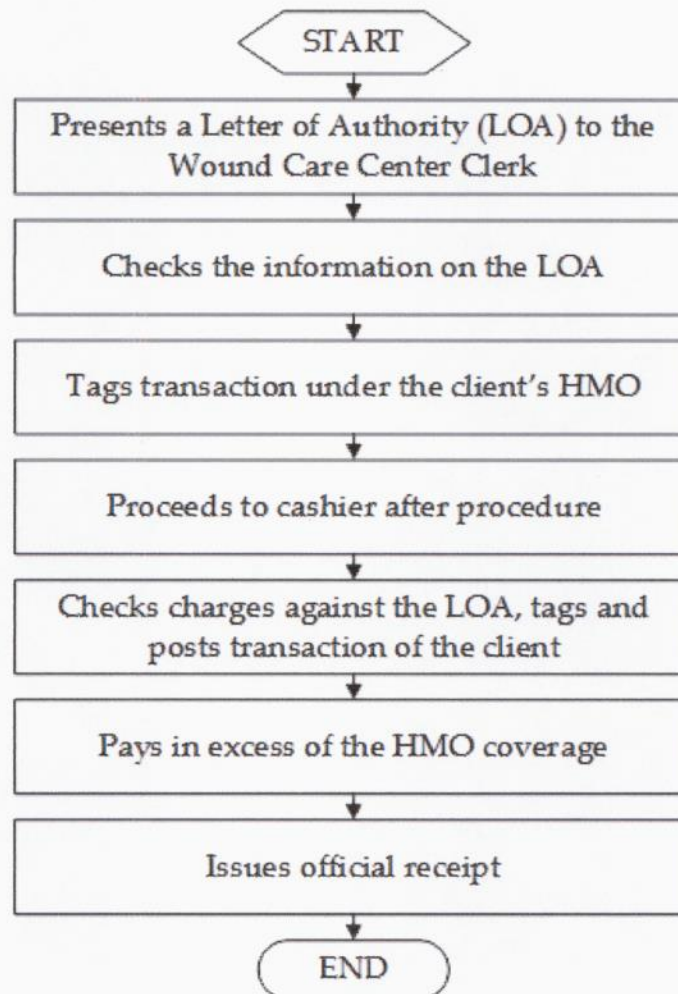
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HMO



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