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### **PURPOSE:**

1. To monitor the patient's account during the period of admission. This enables the Billing Staff to regularly follow-up on the patient's hospital bill from the time of admission to discharge.
2. To allow the Billing Staff to monitor the patient's daily utilization and to refer patients who have exceeded the maximum credit limit allowable by their insurance or company, or deposit made for cash patients.

### **SCOPE:**


Applies to all Billing Staff, Billing Supervisor, Chief Risk Manager of Dr. Pablo O. Torre Memorial Hospital (DPOTMH)

### **PERSON RESPONSIBLE:**

Billing Staff, Billing Supervisor, Chief Risk Manager

### **GENERAL GUIDELINES:**


- 1 For Cash Patients:
  - 1.1 The patient shall deposit upon admission the amount based on the Approved Deposit Requirement Guide, except for emergency cases.
  - 1.2 Progress billing shall be done while the patient is still admitted.
  - 1.3 If the deposit requirement is not met, the Billing Staff shall call/text the patient's representative and inform him/her that the credit extension will be suspended and their account in the pharmacy, laboratory, and other ancillary services will be closed, except for oxygen, respirators, and other life-saving devices.
  - 1.4 If the deposit is met, the suspension is lifted and their accounts in the pharmacy, laboratory, and other ancillary services will be open.
- 2 For Charge Patients: (c/o the accredited company/corporate account with DPOTMH)

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- 2.1 Only companies with approved credit lines with the DPOTMH shall be allowed to guarantee and charge bills to their accounts.
- 2.2 The patient/folk shall submit a Letter of Authority (LOA)/Guarantee Note or Letter of Eligibility or Referral Letter upon admission, except after office hours or holidays, in which case he/she shall submit the LOA, Guarantee Note (GN), Letter of Eligibility (LOE) on the next office day.
- 2.3 Patients who have exceeded their guarantee's credit limits must secure an additional guarantee or deposit the excess amount in cash.
- 2.4 If the additional guarantee is not submitted and/or the additional deposit is not made, the patient shall be informed that his/her account and credit extension are suspended and closed, except for emergency cases.

### 3 For Accounts Charged to Employees' Advances:


- 3.1 Regular RMCI and RCI employees and their dependents may charge hospitalization in excess of employee discounts and other benefits if a credit rating has been approved by an authorized officer.
- 3.2 RCI probationary employees and their dependents, who have rendered at least one (1) year of continuous service, shall be allowed to charge their hospitalization in excess of employee discounts and other benefits, provided that a credit rating has been approved by an authorized officer.
- 3.3 Upon admission, the employee shall submit a duly approved Credit Rating authorizing the patient to charge his/her hospitalization to the employee's account for a certain amount. This must be done during office hours.
- 3.4 After office hours, the employee shall present his DPOTMH/RCI Identification Card and submit the credit rating the following working day.

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- 3.5 If the final hospital bill exceeds the duly approved credit rating, the employee must secure an additional limit or make a plan of payment duly approved by the Chief Risk Manager, Treasury Manager, or VP-Administrator of the College.
- 3.6 The employee shall present the approved plan of payment to the Billing Section for issuance of clearance.


#### **PROCEDURE:**

1. The Billing Staff receives the patient's Account Status and Information Sheet from the Admitting Section.
  - 1.1 The patient shall deposit upon admission the amount based on the Approved Deposit Requirement Guide, except for emergency cases. The Billing Staff reads the endorsement of the Admitting Clerk-on-duty on the Patient's Account Status Information Sheet.
  - 1.2 If the account is charged as personal, the Billing Staff checks if the deposit has been consumed. If consumed, the Billing Staff asks for an additional deposit.
  - 1.3 If the account is charged to the company or health insurance, the Billing Staff asks for a guarantee note or Letter of Authority (LOA).
  - 1.4 If the patient or dependent is a PhilHealth member, the Billing Staff asks for PhilHealth requirements.
2. The Billing Staff 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. The Billing Staff affixes his/her signature to the endorsement.
4. Information is encoded in the computerized patient's Statement of Account remarks.

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*BIZBOX PROCEDURE- Indicating remarks in the Statement of Account*

- 4.1 Go to transactions
  - 4.2 Select Inpatients
  - 4.3 Type Patient's Name.
  - 4.4 Select SOA – Billing statement in the Sub-components
  - 4.5 Click Generate SOA Report.
  - 4.6 Encode in the Statement of Account Remarks the information you want to endorse.
  - 4.7 Click Screen Preview
  - 4.8 Click Print
  - 4.9 Click Close (Escape).
5. The Billing Staff refers to the Billing Section Supervisor or the Chief Risk Manager for cash patients with accounts totaling more than P 30,000.00 as well as those with problematic accounts.
  6. The Billing Staff 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. The Representative is advised to buy medicines from the Pharmacy and to make a deposit every time a procedure is done, except for the respirator and oxygen.
  7. The Billing Staff puts the patient's account on hold for ancillary services. The nurse-on-duty will issue a transcription note given to the patient's representative to pay the cashier for the ancillary services to be done to the patient. If paid, the Billing Staff will open the account.


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*BIZBOX PROCEDURE-To Hold or Suspend an Account*

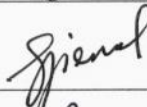
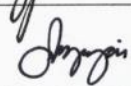



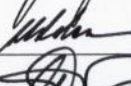
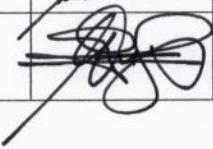
- 7.1 Go to transactions
  - 7.2 Select In-patient
  - 7.3 Select Patient.
  - 7.4 Go to sub components select suspend.
  - 7.5 Select the Department you want to hold extension of account.
  - 7.6 Check **Suspend**/Clear Account. (Select Suspend).
  - 7.7 Click save and enter password and accept.
8. If the patient makes a deposit or gives an additional guarantee, the account is not suspended. If the account was previously closed, then it will be re-opened.

*BIZBOX PROCEDURE-To Hold or Suspend an Account*

- 8.1 Go to transactions
  - 8.2 Select In-patient.
  - 8.3 Select Patient.
  - 8.4 Go to sub components select suspend
  - 8.5 Select Department you want to clear account.
  - 8.6 Uncheck Suspend to **Clear Account**.
  - 8.7 Click save and enter password and accept.
9. The Billing Staff notifies the Nurse-on-Duty that the account of the patient concerned is re-opened.

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**APPROVAL:**

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Prepared by:	<b>GLOREGENE J. SERUELO</b> Billing Supervisor		8/23/22
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	<b>MARIE MARGARET G. VALLADOLID, CPA, MBA</b> Treasury Officer		08/31/2022
Reviewed:	<b>DENNIS C. ESCALONA, MN, FPCHA, FPSQua</b> Quality Assurance Supervisor		09/09/2022
Recommending Approval:	<b>JULIE ANNE CHRISTINE J. KO, CPA, MBA, FPCHA</b> Chief Finance Officer		9/9/2022
	<b>SOCORRO VICTORIA L. DE LEON, CPA, MBA, PhD, FPCHA</b> Vice President, Chief Operating Officer		9/9/2022
Approved:	<b>GENESIS GOLDI D. GOLINGAN</b> President and CEO		9/9/22

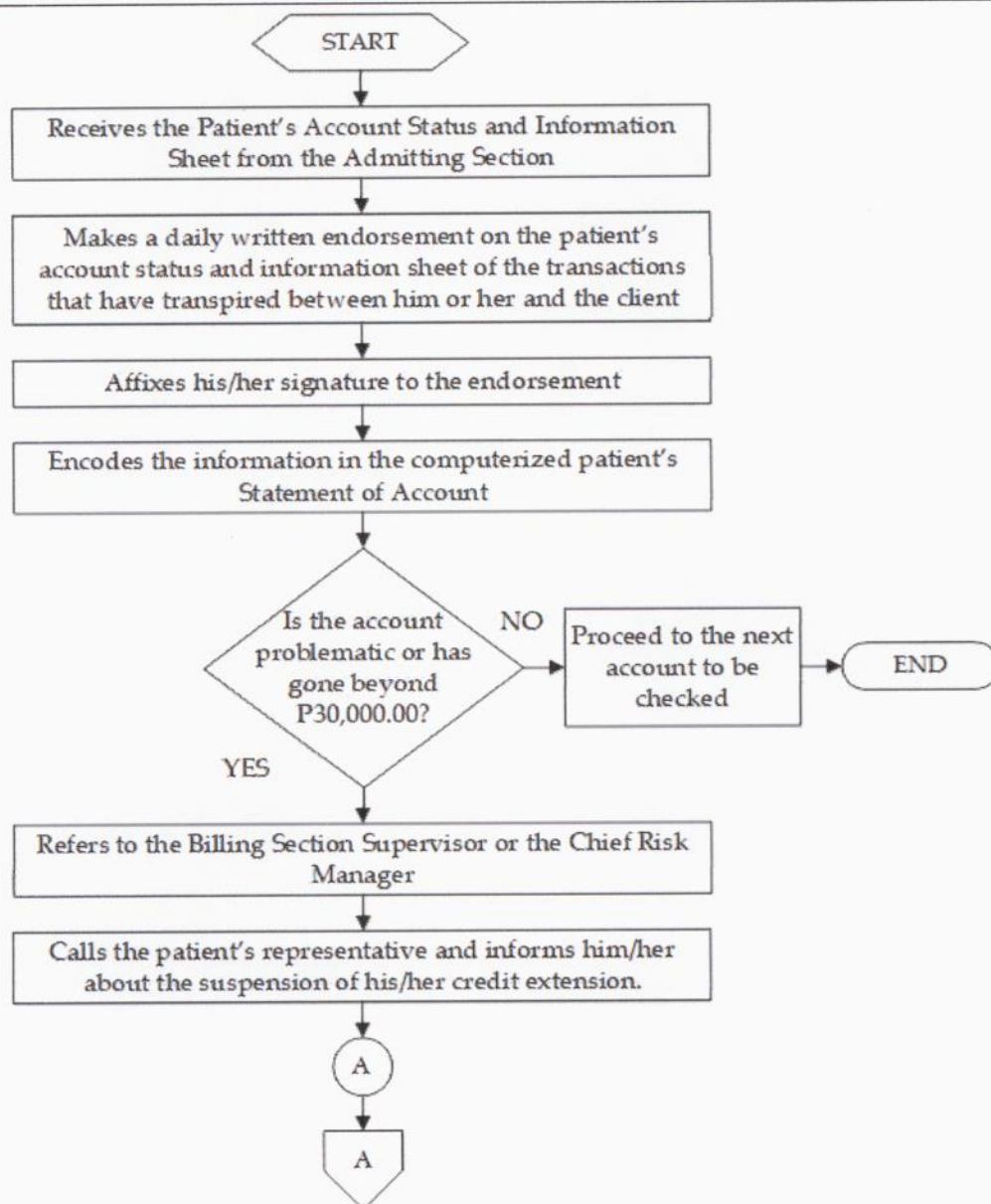


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## FLOWCHART

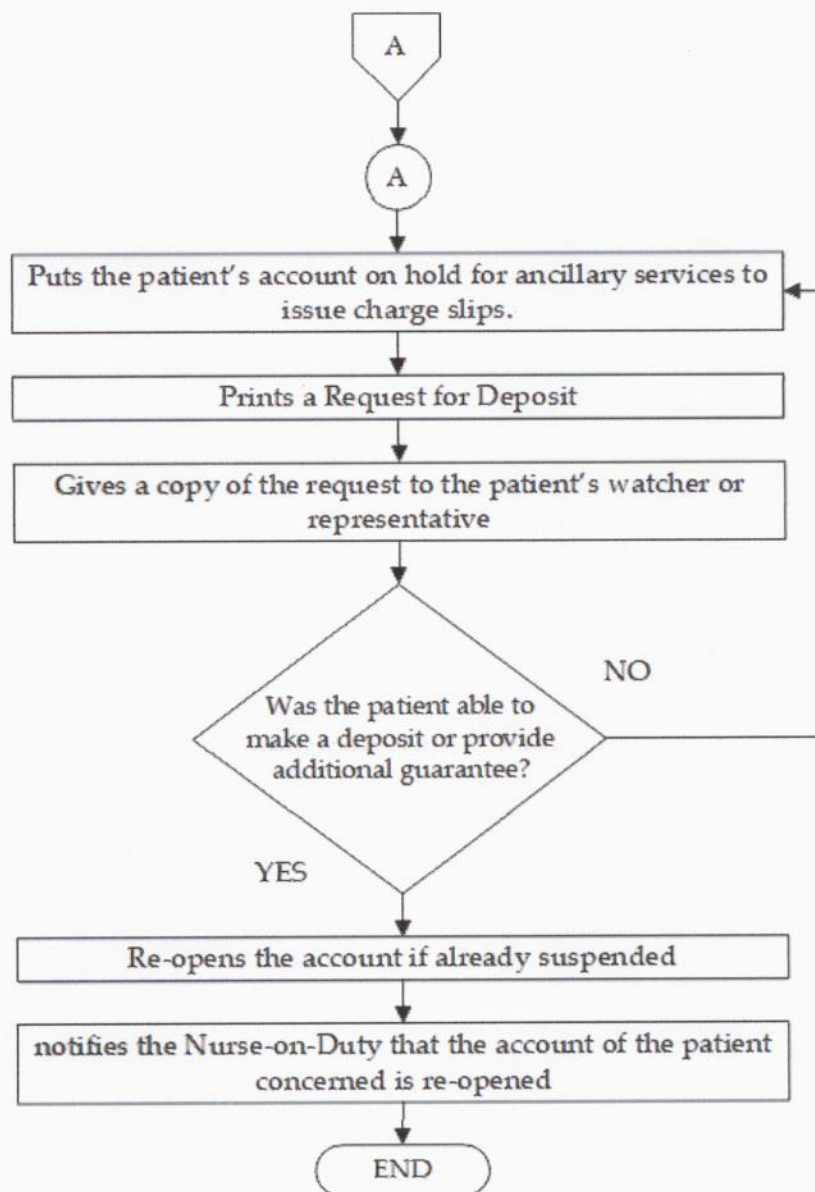





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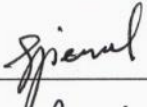
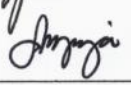


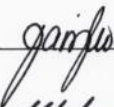
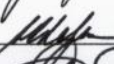
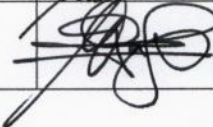
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**APPROVAL:**

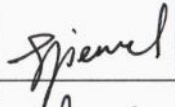
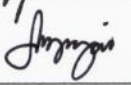





	Name/Title	Signature	Date
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	<b>MARIE MARGARET G. VALLADOLID, CPA, MBA</b> Treasury Officer		08/31/2022
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Recommending Approval:	<b>JULIE ANNE CHRISTINE J. KO, CPA, MBA, FPCHA</b> Chief Finance Officer		9/9/2022
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Approved:	<b>GENESIS GOLDI D. GOLINGAN</b> President and CEO		9/9/22

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KEY TASKS	PERSON RESPONSIBLE
1. Receives the Patient's Account Status and Information Sheet from the Admitting Section	Account Officer
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 the information in the computerized patient's Statement of Account	
5. Refers to the Billing Section Supervisor or the Chief Risk Manager the cash patient with accounts over P 30,000.00, 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. Re-opens the account if the patient makes a deposit or gives an additional guarantee	
11. Notifies the Nurse-on-Duty that the account of the patient concerned is re-opened	

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**APPROVAL:**

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