 <p>DR. PABLO O. TORRE MEMORIAL HOSPITAL</p>	Document Code:	DPOTMH-B-7-P01-S05
	Effective Date:	08-30-2022
	Document Type:	Standard Operating Procedure
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	Department/Section:	Billing
	Document Title:	<b>PROCESSING OF PATIENT'S REFUND</b>

**PURPOSE:**

To expedite processing of the patient's refund immediately upon discharge.

**SCOPE:**


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

**PERSON RESPONSIBLE:**

Billing Staff, Billing Section Supervisor, Chief Risk Manager, EDP Clerk, EDP Supervisor, Cashier

**GENERAL GUIDELINES:**

1. The overpayment of cash deposit requested should be refunded in cash upon discharge of the patient.
2. The overpayment of check deposit and card payment should be refunded by check after the clearing of the check and/or after the receipt of card payment.
3. The preparation of the Revolving Fund Voucher should be prepared by the Billing Staff, duly checked and verified by the Billing Supervisor or EDP Supervisor, and approved by the Chief Risk Manager.
4. A copy of the Statement of Account should be attached to the Revolving Fund Voucher to be presented to the Cashier for a refund.

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B.S. Aquino Drive,  
Bacolod City,  
Negros Occidental,  
6100

### **PROCEDURE:**

1. The Billing Staff gets a copy of the Statement of Account with Refundable from the EDP Section.
2. The Billing Staff prepares and signs the Revolving Fund Voucher and attaches the Statement of Account.
3. The Billing Staff forwards the Revolving Fund Voucher with the attached Statement of Account to the Billing Supervisor, or in her absence, to the EDP Section Head.
4. The Billing Section Head or the EDP Section Head checks and verifies the documents presented and signs them in the "Checked and Verified by" portion of the Revolving Fund Voucher and forwards the document to the Chief Risk Manager.
5. The Revolving Fund Voucher is approved by the Chief Risk Manager, who signs it in the "Approved by" section.
6. The Billing Staff gives the signed Revolving Fund to the patient or his representative and advises him to proceed to the Cashier to claim the refund.
7. The Cashier issues the refund to the patient or his representative and lets him sign the "Received by" portion of the Revolving Fund Voucher.
8. The Cashier issues a clearance to the patient or representative in four (4) copies. Three (3) copies are given to the patient/representative and one (1) copy is attached to the bill for accounting copy.

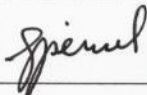





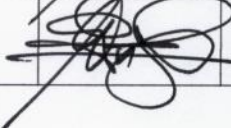


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**APPROVAL:**

	Name/Title	Signature	Date
Prepared by:	<b>GLOREGENE J. SERUELO</b> Billing Supervisor		8/23/22
Verified:	<b>MA. VICTORIA J. VARGAS</b> Chief Risk Manager		8/23/22
	<b>MARIE MARGARET G. VALLADOLID, CPA, MBA</b> Treasury Officer		08/30/2022
Reviewed:	<b>DENNIS C. ESCALONA, MN, FPCHA, FPSQua</b> Quality Assurance Supervisor		09/09/22
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

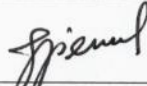
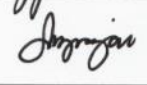
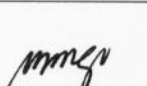

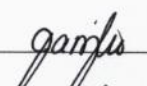

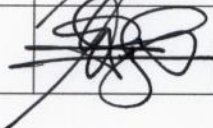


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KEY TASKS	PERSON RESPONSIBLE
1. Gets a copy of the Statement of Account with Refundable from the EDP Section.	Billing Staff
2. Prepares and signs the Revolving Fund Voucher and attaches the Statement of Account.	
3. Forwards the Revolving Fund Voucher with the attached Statement of Account to the Billing Supervisor, or in her absence, to the EDP Supervisor.	
4. Checks and verifies the documents presented and signs in the "Checked and Verified by" portion of the Revolving Fund Voucher and forwards the document to the Chief Risk Manager.	Billing Supervisor or the EDP Supervisor
5. Approves the Revolving Fund Voucher and signs them in the "Approved by" portion of the Revolving Fund Voucher.	Chief Risk Manager
6. Gives the signed Revolving Fund to the patient or his representative and advises him to proceed to the Cashier to claim the refund.	Billing Staff
7. Issues the refund to the patient or his representative and lets him sign the "Received by" portion of the Revolving Fund Voucher.	Cashier
8. Issues the clearance to the patient or representative in four (4) copies. Three (3) copies are given to the patient/representative and one (1) copy is attached to the bill for accounting copy.	

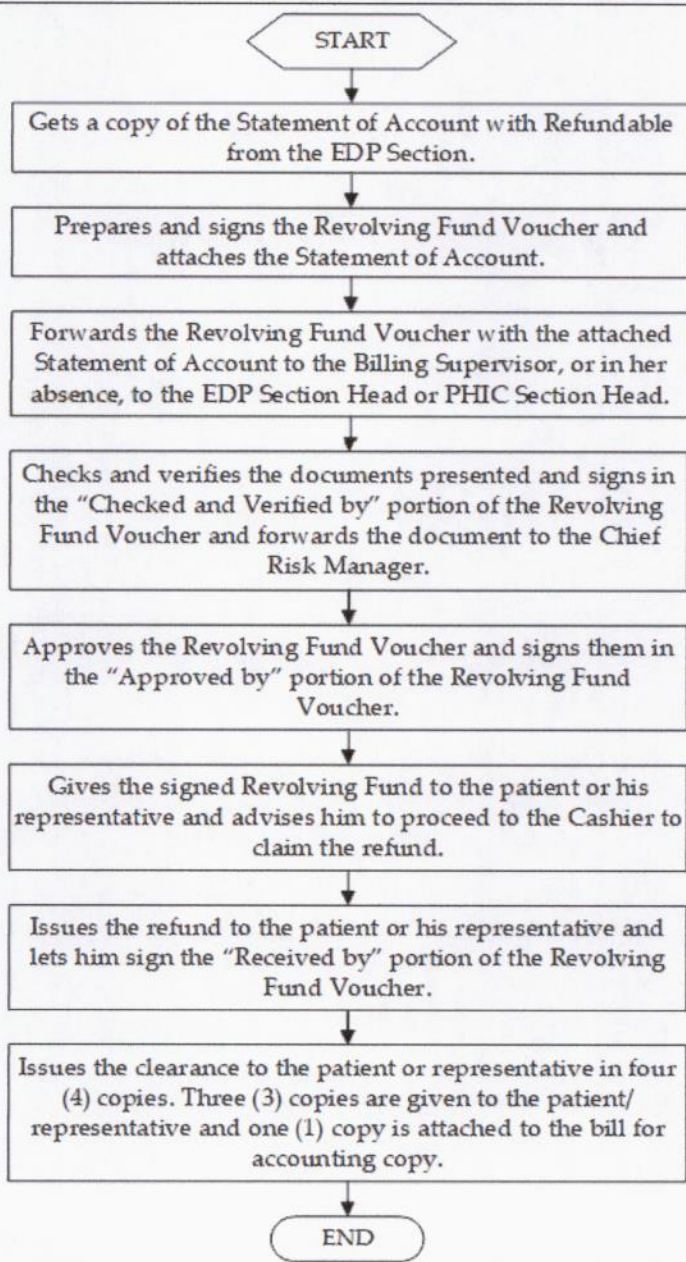
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**APPROVAL:**


	Name/Title	Signature	Date
Prepared by:	<b>GLOREGENE J. SERUELO</b> Billing Supervisor		8/23/22
Verified:	<b>MA. VICTORIA J. VARGAS</b> Chief Risk Manager		8/23/22
	<b>MARIE MARGARET G. VALLADOLID, CPA, MBA</b> Treasury Officer		08/30/2022
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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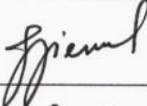
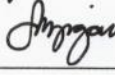





## FLOWCHART





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**APPROVAL:**

	Name/Title	Signature	Date
Prepared by:	<b>GLOREGENE J. SERUELO</b> Billing Supervisor		8/23/22
Verified:	<b>MA. VICTORIA J. VARGAS</b> Chief Risk Manager		8/23/22
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