



DR. PABLO O. TORRE  
MEMORIAL HOSPITAL

# RIVERSIDE MEDICAL CENTER, INC.



METRO PACIFIC HEALTH  
THE HEART OF FILIPINO HEALTHCARE

<b>DEPARTMENT:</b> Finance Division		<b>POLICY NUMBER:</b> DPOTMH-MPP-BILL-P009-(01)	
<b>TITLE/DESCRIPTION:</b>  JOINT CONFERENCE			
<b>EFFECTIVE DATE:</b> May 30, 2025	<b>REVISION DUE:</b> May 29, 2028	<b>REPLACES NUMBER:</b> N/A	<b>NO. OF PAGES:</b> 1 of 8
<b>APPLIES TO:</b> Billing Section, Medical Social Services, Nursing Services Division, MANCOM		<b>POLICY TYPE:</b> Multi disciplinary	

## PURPOSE:

This policy is established to mitigate the credit risk of the Hospital by setting a standardized process in assessing if the Patient has the capacity to continue his/her confinement or should be transferred to another healthcare facility.

## DEFINITIONS:

**Joint Conference (Medical and Finance)** – A collaborative meeting between Medical and Finance Personnel to assess the financial and clinical status of a patient.

**Deposit-** The amount of money a patient or his Representative is required to pay upfront or periodically toward the cost of his treatment.

## RESPONSIBILITY:

Billing Clerk, Billing Supervisor, Head Nurse, Social Worker, Chief Risk Manager, Treasury Manager, Chief Finance Officer, Medical Director, VP-COO and President and CEO

## POLICY:

1. A patient currently admitted to the hospital who is having difficulty settling his bill shall be subject to a **Joint Conference (Medical and Finance)** to make timely decisions regarding his continued confinement or transfer.
2. A Joint Conference shall be triggered, if the following conditions are met:
  - a. The running balance of the bill is P100, 000 net of deductions, such as:
    - Mandatory Discounts;
    - Philhealth coverage; and
    - HMO Coverage
  - b. The patient is unable to make an additional deposit.
  - c. The patient or his/her representative expresses difficulty to pay the bill.
3. The Joint Conference shall be scheduled within 24 hours from the time of identifying the financial difficulty.
4. The following shall be present in the conference:

**RMCI**

  - a. Representative from Finance (Billing Supervisor/Chief Risk Manager);
  - b. Attending Physician
  - c. Head Nurse of Station, where patient is admitted; and





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## d. Social Worker

### PATIENT

- a) Representative of the patient
- Husband/Wife
  - Child/Children of legal age; or
  - Mother/Father/Legal Guardian

### 5. Output of the Joint Conference:

- Joint Conference Form (JCF) containing the Minutes of the Meeting
- Final decision concurred by the following:
  - Representative from Finance (Billing Supervisor/Chief Risk Officer);
  - Attending Physician
  - Head Nurse of Station where Patient is admitted
- Final decision must be included in the JCF, signed by all parties.
- Should there be an outstanding balance, approval to discharge will be authorized by the following:

AMOUNT	ENDORSED BY	APPROVING OFFICER
1.00-100,000.00	Billing Supervisor and Chief Risk Manager	Medical Director, VP-COO and Chief Finance Officer
100,001.00 and above	Chief Risk Manager and Treasury Manager	Medical Director, VP-COO, Chief Finance Officer and President and CEO

6. If the decision is made to transfer the patient to another health facility, the Social Worker will coordinate with the receiving facility's Social Worker to facilitate the transfer process.





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## PROCEDURE (SOP):

1. The Billing staff identifies patients who meet the criteria for financial difficulty and notifies the Billing Supervisor or the Chief Risk Manager.
2. The Billing Supervisor or Chief Risk Manager then contacts the Head Nurse of the Patient's station and the Social Worker.
3. The Head Nurse notifies the Attending Physician and the Patient's Representative.
4. The Billing Supervisor or Chief Risk Manager confirms the availability of all required participants and schedules a meeting within 24 hours from the time of identifying the financial difficulty.
5. During the Joint Conference, the Attendees will;
  - a) Review the Patient's financial status, medical needs, and possible assistance programs.
  - b) Discuss possible actions: continued confinement, transfer, or discharge.
  - c) Reach a final decision and document discussions in the JCF.
6. After the conference, the The Billing Supervisor or Chief Risk Manager ensures that the JCF is signed by all the Attendees.
7. If a transfer or discharge decision is reached and a balance remains, the Billing Supervisor or Chief Risk Manager escalates the approval as per defined financial thresholds.
8. If a transfer is the agreed course of action, the Social Worker coordinates with the social worker at the receiving hospital to facilitate the transfer.
9. If continued confinement is approved, the Billing Supervisor or Chief Risk Manager ensure the payment arrangements or support to be in place. The Billing section monitors and reviews the patient's financial status periodically for necessary updates.





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## WORK INSTRUCTION:

KEY TASK	PERSON RESPONSIBLE
1. Identifies patients who meet the criteria for financial difficult	Billing staff
2. Notifies the Attending Physician and the Patient's Representative	Head Nurse
3. Ensures that the JCF is signed by all the Attendees.	Billing Supervisor of Chief Risk Manager
4. Confirms the availability of all required participants and schedules a meeting within 24 hours from the time of identifying the financial difficulty	
5. Escalates the approval as per defined financial thresholds.	
6. Ensure the payment arrangements or support to be in place	
7. Review the Patient's financial status, medical needs, and possible assistance programs.	Joint Conference Attendees
8. Monitors and reviews the patient's financial status periodically for necessary updates.	Billing section
9. Coordinates with the social worker at the receiving hospital to facilitate the transfer.	Social Worker





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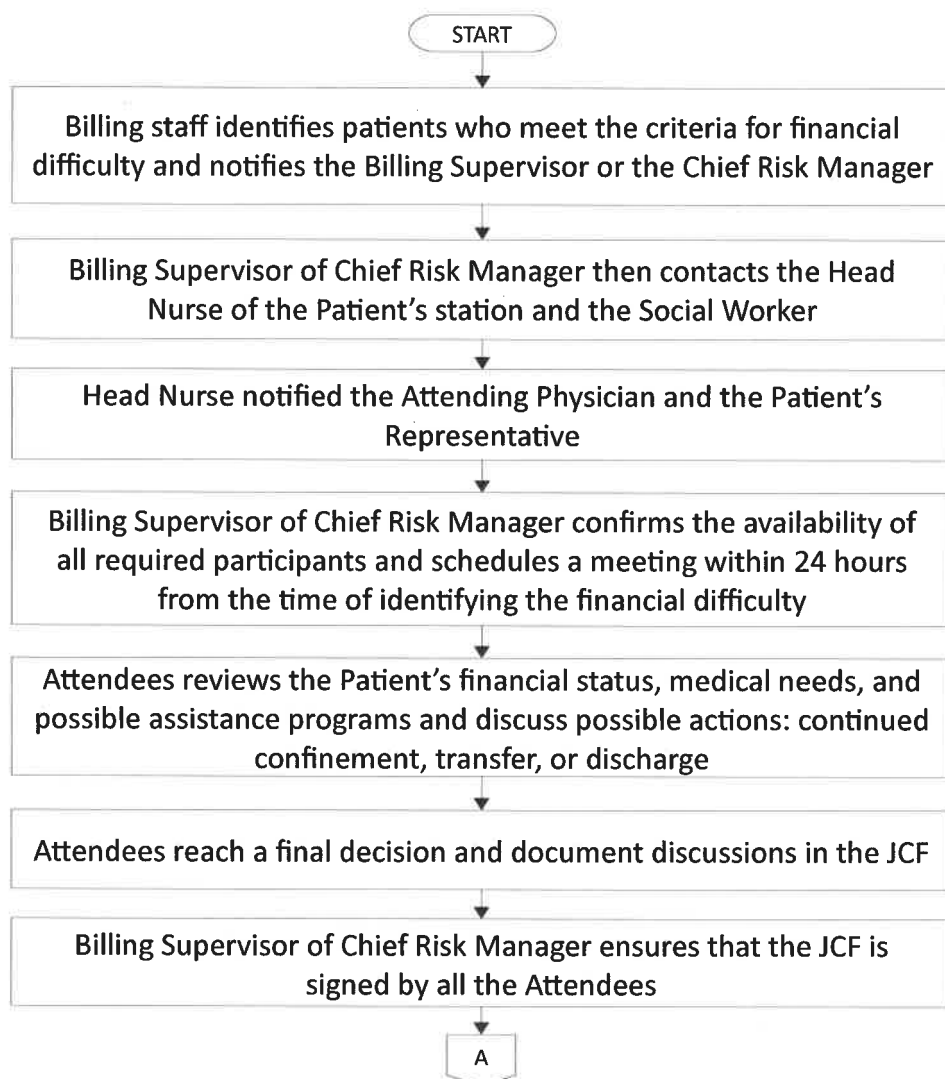
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## WORK FLOW:





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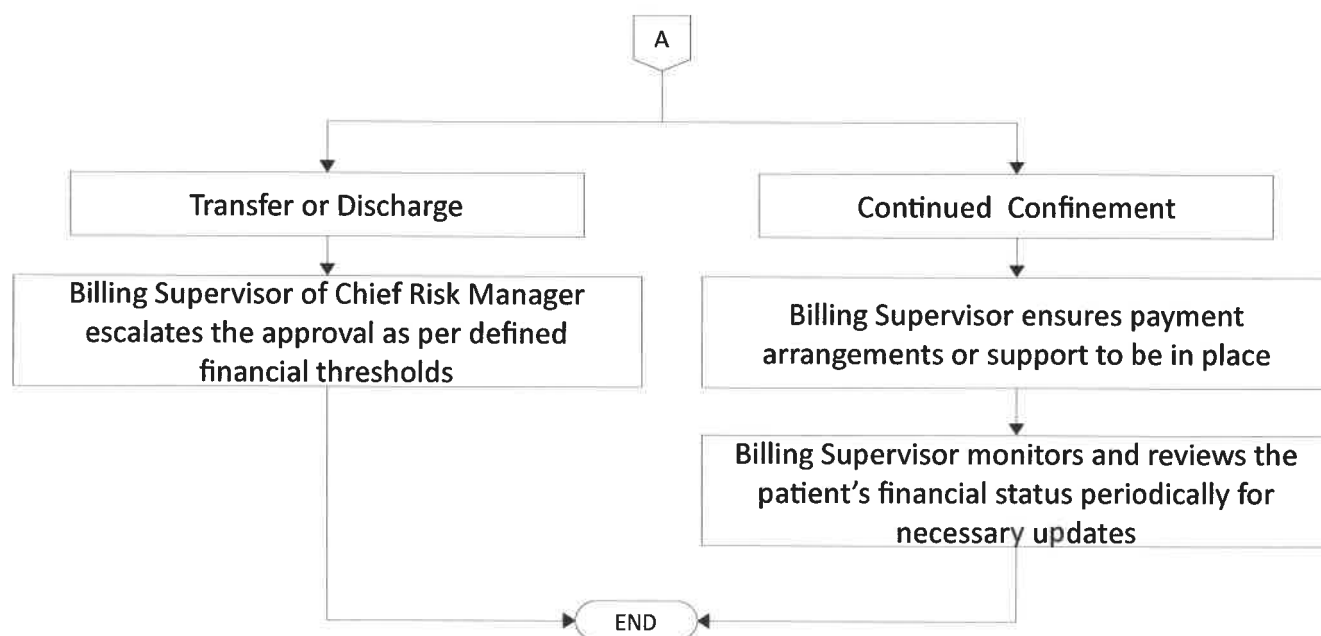
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**FORMS:**

1. DPOTMH-BILL-F006 (01) - Joint Conference Form (JCF)

**EQUIPMENT:** N/A**REFERENCES:** N/A





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APPROVAL:				
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Final Approved by:	GENESIS GOLDI D. GOLINGAN President and Chief Executive Officer		06/25/25	

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