Process Flowchart – Patients Receivables

OUT-PATIENT TRANSACTIONS

Person Responsible	FLOWCHART	DOCUMENT
OPD/ER/OR staff	**Registration** ▪ Registers patient to computer with LOA (Guarantee Letter) thru OPD Registration or ER modules	**OPD/ER Data Sheet**
OPD/ER/OR staff	**Charging & Requesting** ▪ Post clinical charges thru OPD Registration module & send electronic request for pharmacy & CSR items	**Charge Slip**
Pharmacy & CSR staff	**Process Electronic Requests** ▪ Confirms requests thru pharmacy & CSR modules From communication file	**Charge Slip**
OPD/ER Staff	**OPD Result Entry** ▪ Encodes OPD Diagnosis findings & medications ▪ Verify the status of requests & follow up pending results from different profit centers	
Philhealth / Billing / Cashier Staff	**Process Patients Bill & Payment** ▪ Completes OPD charges like professional fees, Philhealth benefits and other charges. ▪ Reviews patient's papers, billing statement & diagnosis ▪ Posts payment & Closes patient's bill	**Official Receipt** **Patient's Ledger**
Billing / Credit & Collection Staff	**Issuance of clearance & Process PN** ▪ Validate patient's account number and accredited company policy. ▪ Facilitates processing of promissory note for personal accounts. ▪ Issues clearance to charge patients	**Promissory Note (PN)**
Billing / Credit & Collection Staff	**Distributes Patients Bill & Other Documents** ▪ Unpaid bills are distributed per account as to employee, Personal and Company Receivable to Credit & Collection section for proper Invoicing	**Patient's Bill**
Billing / OPD Staff	**REPORTS GENERATION** ▪ Prepares Daily OPD Services report and ties in with that Patient's Ledgers. ▪ Prints OPD Statistical and OPD Census reports	**Daily & Monthly OPD reports**