A. GENERAL STATEMENT OF POLICY:
To establish a policy for scheduling and arriving of non-funded patients.

B. SCOPE:
This policy will cover the Department of Surgery.

C. ADMINISTRATION:
This policy will be revised by the administrator and approved by the chairman.

D. TEXT:
In order to provide high quality of care and service to all of our patients, this policy is being established to ensure proper scheduling and arriving of non-funded patients.

During the scheduling of an appointment with any Department of Surgery Physician, the scheduler is to obtain all the required demographic and financial information available. If the patient is identified as being self pay or non-funded, the scheduler will provide information on the financial screening office and transfer to the Central Financial Screening Office where he/she will have the opportunity to be evaluated for multiple funding options. Patients at this time are quoted an office cost of $200-$300 and notified if surgery is necessary quoted a deposit amount of $3,000-$5,000 for the physician and facility fee. The amount quoted to the patient is based on the best judgment of the reason for visit and specialty and should always be told this is an estimate and additional charges or amounts may be necessary. If the patient is aware of the cost and agrees they can pay, the scheduler will get approval from the Associate Administrator or PSS Supervisor prior to scheduling. The supervisor will review the patient’s account to make sure there is not a trend of non-payment for past services. The supervisor will approve or deny the scheduling of the appointment. If the patient is unsure of payment, they should always be seen and evaluated by Central Financial Screening prior to the appointment for possible assistance.

If the patient does not wish to be screened, the option available is for the patient to pay for the visit in full with applicable discounts (see Payment Policy 3.8) upon arriving for the visit. The patient should be told this amount, and upon reminder call told again. Approval to schedule will be obtained by contacting an AOD which includes the Associate Administrator, Clinic Manager, and/or Administrator.

If the patient does not comply with Central Financial Screening, or does not bring the required payment, the visit can be cancelled and rescheduled at the discretion of the physician, as long as it is not a hospital follow up or in a current continuum of care.

E. DISTRIBUTION
This policy and procedure should be distributed to all Department of Surgery Employees.

F. REVISION
It shall be the responsibility of the administrator and/or designee to indicate any revisions to this policy and it shall be the responsibility of the chairman to approve any revisions to this policy.