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DAMERON HOSPITAL

Managed by:

Adventist Health



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Owner Cathy Cruz:

Finance Director

Area Finance

Scope of Service/Structure Standards - Credit & Collection

I. Introduction

The extension of credit, as well as the collection of assigned accounts receivable, is the responsibility of the Credit and Collection Department. Additional activities include interviewing patients and others relative to the extension of credit, checking references, and using of outside collection agencies and assisting patients in obtaining information and applying for financial assistance as outlined in the hospital's financial assistance policy.

II. Mission/Vision

Dameron Hospital Association strives to provide high quality compassionate care to each patient, while maintaining fiscal stability. The Credit and Collection Department supports Dameron Hospital's mission by ensuring quality management and oversight of credit and collection processes.

III. Philosophy

The patient is at the heart of the hospital. How well we perform in the business aspects of our patient interactions has a significant impact on the financial viability of the hospital.

IV. Description of Department

Purpose: The Credit and Collection Department consists of three separate functions – credit, collections and legal. These functions are designed to assist patients in determining procedural costs and arranging payment options, financial assistance and to attempt collection for Dameron Hospital of accounts receivable that become delinquent.

Objectives: To provide Dameron Hospital professional collection services for the pursuit of unpaid accounts receivable, including delinquent patient accounts, utilizing standard collection techniques and

systems and assisting patients in obtaining information and applying for financial assistance as outlined in the hospital's financial assistance policy.

V. Administration and Organization

- A. The Department is staffed with a manager and one coordinator that handle various credit, collection and legal areas.
- B. The hours of operation are from 7:00 AM to 3:30 PM, Monday through Friday, excluding holidays.

VI. Staffing Plan

- A. The Patient Accounting Director shall staff the following positions as needed to meet the needs of its customers as well as the financial viability of Dameron
- B. Personnel:
 - 1. Credit and Collection Manager
8:30 AM to 5:00 PM, either in person or by phone, Monday through Friday, excluding holidays and vacations
 - 2. Credit and Collection Coordinator
7:00 AM to 3:30 PM, Monday through Friday, excluding holidays and vacations

Department staffing will be a minimum of one individual. In the case of all staff (excluding Manager) unable to report to work, the Patient Accounting Director either employ from outside temporary service or close department until suitable staffing is obtained.

- C. Quantity
The department will be staffed with one employee.
- D. Levels
The Credit and Collections Manager reports to the Director of Patient Accounting who is responsible for the Credit and Collection Department and its staff member.
- E. After hours
Most workload variations are adequately accommodates with existing staff utilizing overtime if necessary.? Occasionally staff will reduce hours when workload mitigates.
- F. Critical Staffing in a Disaster
Staffing in a disaster will cover all mission-critical tasks such as Payroll, Cash Management and Accounts Payable.

VII. Education Plan

- A. Orientation - All Credit and Collection Department employees are required to follow standard safety and infection control rules, as reviewed in the mandatory Annual Reorientation Class. Department-specific issues, such as safety, are reviewed at least annually by means of a meeting of the employees of the Department.
- B. Training and Ongoing Education - All Department employees will familiarize themselves with

the contents of the hospital policies and procedures.

- C. Competency - Employees of the Credit and Collection Department will be provided the opportunity for training when available, and as it pertains to each employee's job. Recommendation and approval of all training classes and materials will be made by the Credit and Collection Manager.

VIII. Customers

The customers of the Credit and Collection Department are the patients of Dameron Hospital, with respect to balance owed and payment arrangements, and Dameron Hospital Association, with respect to collection of past due accounts receivable.

IX. Services Provided

The areas of responsibility of the Credit and Collection Department, as they relate to the overall operation of the hospital, are:

- A. The Credit Department exists to assist the customers of Dameron Hospital Association in identifying estimated costs of procedures, setting appropriate and affordable deposit requirements, analyzing and proving, where appropriate, customer requests for charity consideration, and any other financially related concern or inquiry.
- B. The Credit and Collection Department's function is to attempt to collect the delinquent accounts receivable for Dameron Hospital Association. This is accomplished through utilizing standard collection techniques and systems. Debtors are sent notices of delinquency, telephoned to discuss satisfactory settlement of their past due accounts, either by payment in full or payment arrangements that accommodate their individual financial situations, and asset searches are performed to determine ability to pay. Bad debt and charity care accounts are also identified and forwarded to the Director of Patient Accounting for assignment to an outside collection agency.
- C. The Credit and Collection Department initiates litigation to pursue debtors who are identified with assets but are unwilling to pay for debts owed. Judgment is obtained and asset recovery is initiated. If the asset is subsequently lost, skip tracing may be utilized to assist in identifying new assets. The Credit and Collections Coordinator obtains judgment on accounts up to \$2,500.00 in small claims court. Accounts over \$2,500.00 are referred to the hospital attorney for the initiation of legal action.

X. Location (Service Area)

The Credit and Collection Department is located on the second floor of the Annex Building at the northeast corner of Lincoln and Acacia Streets.

XI. Governing Rules

- A. **Traffic Control**
Entry into the Credit and Collection Department is gained through security keypad access doors. A contact phone number is posted in the lobby of the Annex Building that can be

utilized to gain appropriate entry.

B. Restrictions to Access

General Public is restricted from entering into the Credit and Collections Department. The security code for access to the area will be given out to authorized individuals only. A representative from the Credit and Collections Department is available to meet the General Public in the Hospital's main cashier's office.

C. Privacy and Confidentiality

The Credit and Collections Department treats all health care related information as confidential, whether or not it identifies an individual, or could be used to identify an individual, and whether or not it is paper, electronic, or oral.

We respect the privacy of our patients and their families by not discussing their medical information in public places. The amount of information accessible in response to a request for information is limited to the minimum amount necessary to perform a specific type of work or to complete a function. Protected Health Information is properly destroyed when no longer needed.

D. Patient & Staff Safety

Each Employee and Contracted Employee is required to attend and complete all safety orientation classes upon new hire or transfer to the department. Annual reorientation and training is required of all personnel. Specific department safety issues (i.e., ergonomics, fire safety and response, personnel property, personnel security, and reporting of safety) are addressed upon hire, annually, and as needed in response to change or new developments. Safety inspections are ongoing and performed as outlined in hospital policy and procedures.

E. General Safety

The Department treats all health care related information as confidential, whether or not it identifies an individual or could be used to identify an individual, and whether it is paper, electronic, or oral. Protected Health Information is properly destroyed when no longer needed. We respect the privacy of our patients and their families by not discussing their medical information in public places.

F. Fire Safety

Staff is knowledgeable on all aspects of the fire plan including reporting fires, use of fire extinguishers and evacuation routes.

G. Security

Each Employee receives orientation and annual training on the hospital's Security Management Plan. The goal of the orientation and training programs is to ensure that staff can describe or demonstrate the following:

1. Processes for minimizing security risks for staff in security sensitive areas.
2. Reporting procedures for security incidents involving patients, visitors, staff, and property.
3. Emergency procedures for security incidents involving patients, visitors, staff, and property.
4. Staff is provided with keys and/or access codes to all doors within the department.

H. Hazardous Materials

Each Employee and Contracted Employee shall adhere to the hospital's hazardous materials plan to identify and manage materials known to have the potential to harm humans or the environment and implement processes to minimize the risks of their unsafe use and improper disposal.

I. Utility Systems

Staff is trained to follow hospital policy when reporting any utility failure.

J. Infection Control

The Credit and Collections Department follows the hospital wide approved infection control policies and procedures as they apply to the department's business and location.

XII. Practice Standards/Standard Procedures

- A. There are no practice standards or procedures specific to the Credit and Collections Department.? The department complies with all hospital approved policies and procedures.

XIII. Performance Improvement/Goals/Quality Plan

- A. The Patient Accounting Director will ensure that departmental goals and objectives of the Credit and Collections department are in compliance with the goals and objectives of the hospital.
- B. The Department sets expectations, plans and manages processes to measure, assess, and improve its performance.

Approval Signatures

Step Description	Approver	Date
Finance Officer	Katie Delmore: Finance Officer [RN]	8/5/2024
Director Finance/Controller	Cathy Cruz: Finance Director	7/20/2023