

# Business Office Operations Policy 703

## Patient Check-Out Procedure

Effective Date: August 9, 2023

Supersedes Date: May 1, 2023

Review Date: May 2027

Policy: Client Check-Out Procedures - Business Office personnel will check-out patients

Procedure:

### I. Patient Out

- a. Patient is accompanied to checkout by student or clinician -with completed billing and follow-up notes through EMR.
- b. Hearing aid repairs should be charged the day it is sent for repair (even if patient is not present)
  - i. Repair charges should include the following:
    1. Cost of repair,
    2. Shipping and handling,
    3. Electroacoustic analysis (monaural or binaural) if beyond the first year or out of warranty (not billed until that date of service, just quoted at this time)
    4. Unexpected additional charges may apply to the cost of the repair (i.e. recase); therefore, the patient should be advised of this possibility, and the additional charges will be assessed at the time of pick-up.
    5. Hearing aid orders should be charged the day of order.
      - a. Clinician should complete the Hearing Aid Purchase Agreement with the patient's signature at this time.
        - i. This form will be used by the Business Office associate at time of check-out.
        - ii. A copy should be made for the patient at this time too.
      - b. Clinician will complete billing in the EMR for the total cost of the hearing aid including shipping and handling, added items or accessories, earmolds and impressions if applicable, and service fees for the appointment.
      - c. Half of the cost of the hearing aid is due at time of order.
      - d. Remaining balance is due at the hearing aid fitting and orientation appointment
      - e. Service fees are separate from the cost of the hearing aid and are non-refundable.
- c. Business office personnel will total charges for the day in the EMR. If a patient does not have insurance coverage, they should private pay for services at time of check-out.
- d. All products and services are to be paid for when the patient receives them.