


QUALITY STANDARD SYSTEM MANUAL	 HALCYON MARINE HEALTHCARE SYSTEMS	DOCUMENT NO. QCU 1.0	EFFECTIVITY DATE: February 26, 2019
			REVISION NO.: 0
		PREPARED BY: Marilar F. De Guzman, MD Quality Assurance Manager	APPROVED BY: Glennnda E. Canlas, MD Medical Director
SUBJECT: CASHIER POLICIES AND PROCEDURES			

1.0 OBJECTIVES

- 1.1. To ensure that policies and procedures of Cashiering are observed, maintained and updated at all time.
- 1.2. To assure 100% correctness on the use of medical package in terms of test procedures, pricing and other special instructions.
- 1.3. To strictly make certain 100% daily remittances of payments are endorsed to Billing personnel.
- 1.4. To ensure 100% amount of remittance is accurate against record.
- 1.5. To be able to attain 100% attendance record on a monthly basis.

2.0 SCOPE


This documented procedure stated herein entails all aspects of Cashiering activities and coordination thereof to other involved units.

3.0 DEFINITION

- Referral Slip – document used by companies to endorse their crew to undergo Pre-employment Medical Examination.
- Charge to Crew – Patient will pay his/her Medical Cost Incurred
- Charge to Company- Medical Cost of the Patient will be billed to the Company and subject to its respective credit terms
- Special Endorsements- These are the endorsements from the company that needs to be complied with
- Medical package – Packages requested by the company to be complied with

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- Transfer of Package – Transfer from One Package to a New Package (e.g. Minimum Package to Comprehensive Package)

4.0 **RESPONSIBILITY AND AUTHORITY**

4.1 **CASHIER**

- Receives payment and issuance of official receipts from patients for their PEME.
- Verifies correctness of package of patients, including special conditions
- Remits cash and referral forms to Billing Specialist

4.2 **Billing Specialist**

- Checks the Cash Sales remitted by the Cashier

5.0 **REFERENCES**

- 5.1** Cashier Work Instructional Manual
- 5.2** Accounting Manual


6.0 **POLICIES AND PROCEDURES**

6.1 **Policies and Procedures for Receiving of Patients (new & Follow-up)**

- 6.1.1 Cashier shall verify the medical package availed by the patients including special conditions and instructions indicated in the database.
- 6.1.2 The cashier shall check the Referral form, Ticket or Follow-up form to confirm if the payment is charged to the company or to the patient.

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- 6.1.3 She shall always verify if the patient has COCO life card before the payment is made.
- 6.1.4 .She shall coordinate the approval from COCO life for the charging of the payment.
- 6.1.5 The Cashier issues Official Receipts with correct information details to the patient after payment transactions has been made.
- 6.1.6 The Cashier shall check monitoring system for the payment transactions that has been done for the day.
- 6.1.7 The Cashier shall conduct daily remittance of cash and ensures that official receipts, referrals tally with the amount remitted to Billing Specialist.

6.2 Policy in Receiving of Patients without Referrals (hard copy)


- 6.2.1 The Cashier shall check email for the patient's accomplished e-referral prior receiving. Otherwise, the patient shall not be received.
- 6.2.2 The Cashier shall ensure that special endorsements from other units shall be documented through email and group chat endorsement. Verbal endorsements shall not be allowed.

6.3 Policies and Procedures in Cash Remittances

- 6.3. 1. The Cashier shall ensure that the cash sales are tallied with the Official Receipts and Summary of Sales. Any Variances shall be resolved within the day.

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6.3.2 Cashier prepares a summary of sales and forwards to the Billing Specialist for checking.

6.4 Policies and Procedures in Monitoring of Missed outs

6.4.1 The Cashier shall elevate the error found during receiving of patients in his/her immediate superior.

6.4.2 Record the error found in the log monitoring on Google drive.

6.5 Special Endorsements

6.5.1 Endorsement from various clients are duly noted and documented in the Cashier's work instruction.

6.5.2 Updates on client's endorsement shall be received via email from PEME Account specialist or during contract reviews.

6.5.3 The Accounting Supervisor shall ensure that new endorsements shall be disseminated to all Cashiers.

6.5.4 A recorded minutes of the meeting shall be prepared whenever new endorsements are received and cascaded to all Cashiers.

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