

Patient Name:

TCE Ref No.: 1239

Invoice Period: May-20

Original Amount:	\$164,847.32	Revised Amount:	\$164,165.65
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No.	Area	Compliance
1.1	Establish if all required documentation is present, including: a) Complete Set of Final Bill (Original Invoices, including 3rd Party Invoices) b) Patient Medical Report/Health Record Documents (Diagnosis, Treatments and Outcomes) c) Letter of Guarantee(s)/Extension of Guarantee(s)	✓
1.2	Are all services rendered within the scope of the LOG/EOG?	✓
1.3	Are all services delivered in compliance with the physician's plan of treatment?	✓
1.4	Are there any unsupported or undocumented charges?	✓
1.5	Are all charges reported on the bill accurately?	✓

S/N	Invoice No.	Date	Questions	Answers
1		10.04.2020	"Bld derivative prod serv fee for 1 unit" was charged quantity of 4 (unit price is \$12.84 as per our past records), why so many on this day?	This is correct. 12g of IVIG was ordered but because NUH did not have the 12g per bottle, hence 4 bottles of 3g IVIG (to make up 12g) was given and charged.
2		21.05.2020	On this day the following lab tests is at quantity of two, why two for these tests on this day? a) "Calcium, Total & Corrected" (unit price is \$24.76 as per our past records) b) "Full Blood Count" (unit price is \$36.72 as per our past records) c) "Immunoglobulin G (IgG)" (unit price is \$30.60 as per our past records) d) "Liver Panel Modified" (unit price is \$72.89 as per our past records) e) "Magnesium" (unit price is \$15.30 as per our past records) f) "Phosphate (PO4)" (unit price is \$12.84 as per our past records) g) "Triglycerides" (unit price is \$12.84 as per our past records)	On 21st May there were orders made at 0715am and 1026am for Renal Panel 2, Calcium adjusted, PO4, Mg, Liver Panel and triglycerides. Due to blood contamination with TPN fluid with the 0715am sample – this sample was cancelled. There are also two orders for FBC at 0716am and 1027am, again the first test was cancelled due to contamination of the blood.
3		16.04.2020 23.04.2020 30.04.2020	"Cytomegalovirus (quantitative PCR)" was charged on 16/4, 23/4 and 30/4, however, it was mentioned that this tests is to be done only on monday, what is the reason the test was done on these days?	16.04.2020 – to check CMV on Thursday, 23.04.2020 – to check CMV levels 2 times per week, Mon & Thurs. 30.04.2020 – to check CMV levels 2 times per week, Mon & Thurs. Given his fluctuating. Please refer to medical report provided to Medical advisers on 9.6.20. Every CMV review result has been emailed to the medical advisor Dr Nisa.
4		17.04.2020	"12-Lead ECG" was charged on this day but was not mentioned in any of the Medical Reports a need for it, was it done?	ECG was done on 17.04.2020 because patient has low electrolytes, test is to check the heart rhythm.

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13		13.04.2020 - 23.05.2020	Unable to calculate the unit price for "Resource Fruit Beverage Peach 237ml". Stated below are the prices seen. a) \$6.32 - 13/4 b) \$3.17 - 23/4, 24/4, 29/4 c) \$2.88 - 2/5, 5/5, 7/5, 9/5 d) \$5.76 - 6/5, 8/5, 10/5 e) \$2.84 - 11/5, 13/5, 16/5, 17/5, 20/5 f) \$8.52 - 12/5, 21/5 g) \$5.68 - 14/5, 15/5, 18/5, 19/5, 22/5 h) \$74.74 - 23/5	Question A-G. Resource Fruit Beverage Peach 237ml is charged by mLs (\$0.01 per mL before GST) in inpatient ward stay, not charged by packets/cans like outpatient. There will be few cents rounding up or down depending on how much mLs pt's drinks, the system will base on the logic to calculate. Unit price for discharge is \$2.80 per packet of 237mL before GST" - 23/5 Unit price for discharge is \$3.114 per packet of 237ml with taxes/GST. Patient was discharged with 24 packet
14		21.05.2020	"21 C Vit C 500mg Chewable Orange 60s" was charged, what is the quantity?	1 bottle of 60 tabs was charged as it's supplied by bottle.
15		22.05.2020 23.05.2020	"Ego QV Cream 100g" was charged on 22/5 and 23/5, why was this charged on consecutive days?	1 tube of QV cream was issued out by Ward 8A nurse for pt inpatient use. Another 1 tube of QV cream is supplied upon discharge for patient to use for 1 month according to doctor prescription.
16		21.05.2020	Both "Dietetics Intervention II" and "Enteral/Parenteral Review III" was charged on this day, why was both charged?	21.5.20 @1030 pt was seen by TPN dietitian (Cassandra) for his TPN. Case was handed over by TPN dietitian (Cassandra) to ward dietitian. Ward dietitian (Wei Yee) reviewed on same day at 1330hrs to reinforce on oral supplement intake as team is planning to wean off TPN the next day.
17		01.04.2020 05.05.2020 12.05.2020	"Insertion Of IV Cannula" was charged on 1/4, 5/5 and 12/5, but the patient has PICC line, so why was this item charged?	01.04.2020 – ordered by Dr Michelle Poon. IV cannula was inserted as patient need multiple infusion on that day. 05.05.2020 & 12.05.2020 – charge will be removed. Revised bill will be sent out.
18		08.04.2020 27.04.2020 19.05.2020	"Flushing Of Central Lines" was charged quantity of 2 (unit price is \$28.38 as per our past records) on 8/4, 27/4 and 19/5, why 2 on these days?	8/4, 27/4, 19/5 – charge for "Flushing Of Central lines" are to be charged as quantity of 1. The extra 1 will be removed. Revised bill will be sent out.
19		17.04.2020	"Blood Culture" was charged quantity of 6 (unit price is \$40.55 as per our past records), why so many?	17.04.2020 – blood culture was ordered quantity of 3 and lab processed quantity of 3. The extra 3 will be removed. Revised bill will be sent out.
20		28.04.2020	Why was "Blood Transfusion and Monitoring (per da)" charged but there was no blood transfusion done on this day.	On 27.04.2020 patient have IVIG on that day. "Blood Transfusion and Monitoring (per day)" was charged on 28.04.2020 instead. Date amended and revised bill will be sent out.



