

PROCESS DESCRIPTION - VERSION 4.0 (JUNE 2010)

POSSIBLE ROLES: RECEPTIONIST / CASHIER / SECRETARY PROCESS 1.7.0: END OF DAY (EOD) PROCEDURES

#	Step	Observations	Menu options or screen information
1	<p>Print a list of all clients assisted during on the specified date.</p> <p>Select: Reports > Clients > List and enter today's date in the From and To fields. Press Refresh button</p> <p>Note: If date range is left blank, the report displays all registered clients and a total</p>		
2	<p>Print today's list of all Visits conducted by service provider.</p> <p>Make sure that all visit data were properly entered. Mark Details checkbox.</p> <p>Update visit data.</p>		
3	<p>Print today's Appointments and Visits Validation report for an overview of Charges and Payments by Client visit. Mark Details checkbox.</p> <p>Make sure that all visits were properly closed through the tally sheet and checkout processes (Billed = Y).</p> <p>Check for ERRORS reported by the system in the rightmost column.</p> <p>Update and correct all visits.</p>	<p>POSSIBLE ERRORS:</p> <ul style="list-style-type: none"> GCAC Visit Form is missing: a form was not filled out for GCAC client NO VISIT: means there is no visit for this client on the appointment date NOT CHECKED OUT: means the visit exists but has at least one charge that has not been billed (or checked out) FEE IS NOT ALLOWED: there is a code attached to a line item on the tally sheet that should not have a charge, for example: the ICD (diagnosis) MISSING FEE: means that one or more line items that should have a charge do not have one COPAY NOT POSITIVE: means that a negative payment was entered into the tally sheet or as a prepayment 	
4	<p>Print appointment schedule (if any) for following day, so nurses can pull appropriate charts.</p> <p>Also in case of system or power failure the following day, a printed copy of the next's day appointment schedule will facilitate work flow until system can be restored</p>		
5	<p>Print today's Sales by Item. Mark Details checkbox. Reconcile with your cash and check receipts. Report any discrepancies to Clinic Manager.</p> <p>Warning: This report shows total amount received, but does not specify any discounts or adjustments as the Collection Report does (see next)</p>		
6	<p>Print today's Collection Report. This report displays Charges, Adjustments, Payments and Balances due, so it is very helpful for the cashier to reconcile her/his cash at the End of Day (EOD). By checking appropriate tick boxes and entering parameters, you can display credit aging for credit analysis.</p>		