## ROLES: RECEPTIONIST / CASHIER / CLINIC STAFF

## PROCESS 4.1.0: MANAGING PRE-PAYMENTS

| # | Step  | Observations   | Menu options or screen information   |
|---|---|--|--|
| 0 | Preliminary steps: In order to enter one or more Pre-payments, you first need to have an active client, by creating a new client record or finding an existing one.  Given that all payments must be associated to a visit, you have 2 options:  1) Create a new visit (recommended)  2) Create a pre-payment directly, which will automatically create a new visit | Note: Many MA's charge clients <u>before</u> providing them with any services. Often, this requires that payments be related to a 'generic' service, such as 'consultation' which masks actual services provided.  The Pre-payment option in OpenEMR allows the application of administrative charges without associating them to any service. At the end of the visit cycle, the tally sheet tool allows the specification of all actual services and products received along with all prepayments made.  | Hint: Be careful of not creating duplicated visits for the same date, which may cause confusions. Please verify the list of existing visits by selecting: Client > Visits > List   |
| 1 | Enter pre-payment Usually, the receptionist / cashier (or other clinic staff who collects money) will record this kind of transaction, using the Popups drop-down Menu.  Example: A pre-payment of \$100 is required at the beginning of the visit. The Payments page will look like the image in the next column:  | Accept Payment for Gloria Amber (2009-11-24-002)  Payment Method: Check Reference Number  Check Reference Number  Check Reference Number  Check Reference Number  Balance Dua Pt  Final Minimal Paid  Today' row. Other payments may show in the corresponding dates, if visits are open or if credits are outstanding.  | Popups Popups Issues Appts Refer Tally Sheet Payments Checkout Letter  |
| 2 | Produce the receipt for payment Upon saving the payment made, the corresponding receipt will be displayed.  You can either Print or Delete this receipt, in which case a confirmation will be requested:  Do you really want to delete payment 136.20091124122937 and all subordinate data? This action will be logged!  Yes, Delete and Log No, Cancel             | Note: In addition to Cash transaction, OpenEMR can record other types of payments, such as check, credit card, etc. A Reference number is suggested when used non-cash payments.  Cash Check MC VISA AMEX DISC Other   | Receipt for Payment  First Claric CPPS Cot 1, Step 1 44,099,222  Date: 2009,11,24 Cleat 2009,11,24,0015 Part Visit Cleat |
| 3 | Add another pre-payment if needed Example: An additional pre-payment of \$20 is collected by the counsellor. The Payments page will look like the image in the next column:   | Accept Payment for Gloria Amber (2009-11-24-002)  Payment Method: Check/Reference Number:  DOS Charges Pt Paid Insurance Balance Dee Pt Paylon, Totaly 100 00 -100 00 -20 00 00 Total Amount Paid  Total Amount Paid 70 00 00 00 00 00 00 00 00 00 00 00 00  | Receipt for Payment  First Care SPF  Store 1  2009 124  Caret Caret Care Caret |
| 4 | Pre-payments will be reflected in Client Bill When you open the e-Tally Sheet, all prepayments made will be displayed in the client bill section of the tally sheet.  Note that individual pre-payments will be shown, and you will be able to specify who collected the money. These amounts will be credited at checkout.   | Tably Sheet  | Type Code Price Units Service Provider Delete Description Payment -100.00 Receptionist, EN ▼ ☐ Cash Payment -20.00 Counselor, EN ▼ ☐ Cash  |
| 5 | Cumulative tracking of pre-payments Please note how the system keeps track of the pre-payments made, by accumulating the amounts in the Payments page, and indicating with negative amounts the credit in favour of your client.  | Accept Payment for Cloria Amber (2009-11-24-001)  Payment Method.  Cash =  Check-Reference Number.  DOS Charges Pt Paid Insurance Release Der Pt 178 00 120 0 120 0 | Popups Popups Issues Appts Refer Tally Sheet Payments Checkout Letter  |
| 6 | Additional tracking of pre-payments OpenEMR shows the Balance Due (a negative amount for a credit in this case) in the Demographic profile.  In addition, those payments are recorded in detail in the Billing View of the visit (Client > Visit > List)  | Demographics (Mone) (Delates)  Basic Data Name: Hs. Gloris Amber Address: Postal Code:  Past Visits and Documents Past Visits and Documents (To Gloris Amber Address) Pagment 000 12000 0.00 -12000  | Client  Management  Visits  Calendar  New Visit  Current  List  Referals  Chart Tracker  |