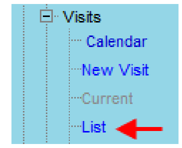
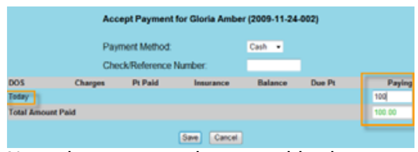
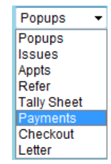
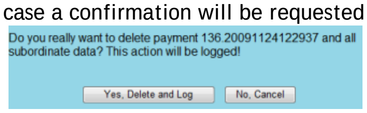
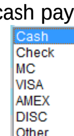
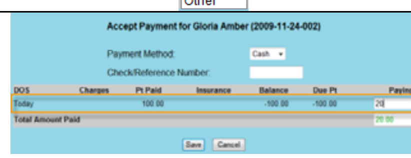
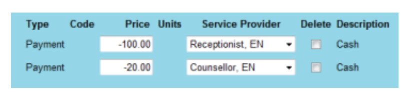
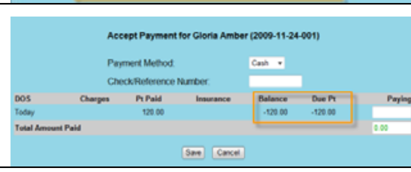
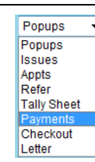
PROCESS DESCRIPTION – VERSION 4.0 (JUNE 2010)

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 **before** 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:	 Note that payment is entered in the 'Today' row. Other payments may show in the corresponding dates, if visits are open or if credits are outstanding.	
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: 	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. 	
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:		
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.		
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.		
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)