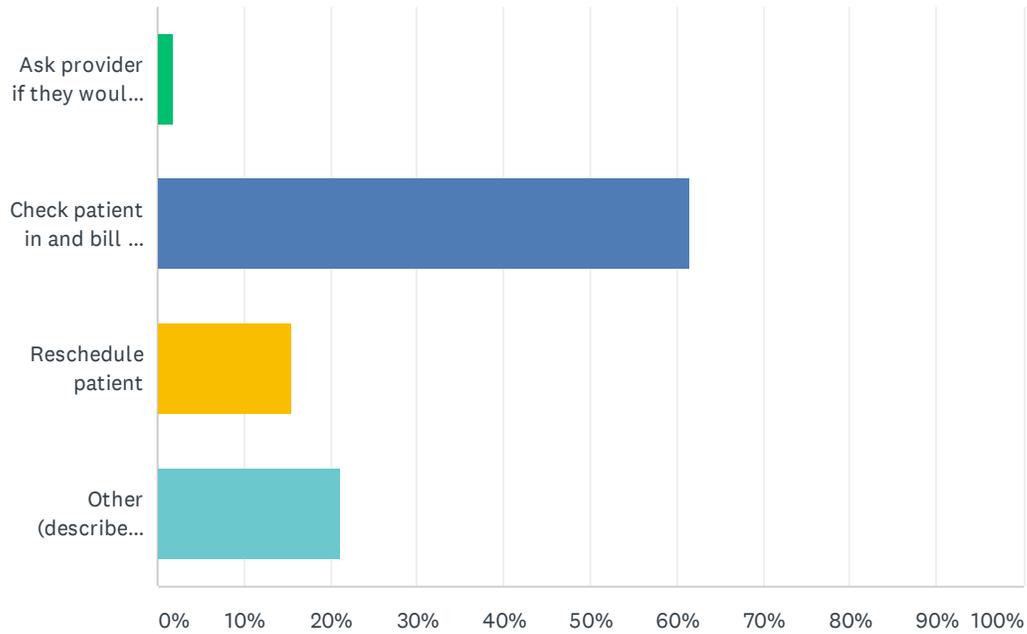


## Q1 If a patient presents without their co-pay do you:

Answered: 52 Skipped: 0



ANSWER CHOICES	RESPONSES	
Ask provider if they would like to see patient	1.92%	1
Check patient in and bill the co-pay	61.54%	32
Reschedule patient	15.38%	8
Other (describe below)	21.15%	11
<b>TOTAL</b>		<b>52</b>

## FRIDAY FOCUS 02/14/20

#	COMMENTS	DATE
1	Ask the patient what part of the co-pay he or she can provide; this applies to those patients who have a good standing with the office.	2/15/2020 10:03 PM
2	I look to see what the patient is coming in for. We have guidelines in the practice in place for certain conditions we will see if the patient presents and does not have a co-pay. I look at it on a case by case basis. Thank you!	2/14/2020 3:40 PM
3	We also give a letter to the patient explaining the copay is an agreement between them and their insurance company and it states the copay is expected to be paid at the time of service.	2/14/2020 3:03 PM
4	Depends on the treatment, situation and provider	2/14/2020 2:10 PM
5	bill co-pay with an extra admin fee	2/14/2020 1:53 PM
6	For one provider he wishes to make the decision, but the others are OK with rescheduling	2/14/2020 1:02 PM
7	Ask the provider, as well ask for a credit card number to be kept on file so we can charge the copayment when we receive the EOB.	2/14/2020 10:43 AM
8	The patient will be charged a administration fee, next appointment patient will need to pay any outstanding fees, if outstanding fees still not paid, the manager will take the next step and confer with the providers and put their decision in place with response with the patient.	2/14/2020 9:47 AM
9	Charge to card on file (HSA, FSA, Pre-paid card, etc...)	2/14/2020 9:46 AM
10	Most times unless it's habitual then we reschedule	2/14/2020 8:55 AM
11	Depends on what they are coming in for. If a problem visit, we check with provider to see if can be rescheduled or needs to be seen. Otherwise, we reschedule.	2/14/2020 8:52 AM
12	Review account for past compliance. If a history of bad debt or late payments may reschedule. Also severity of illness is taken into consideration and patient would be seen.	2/14/2020 7:59 AM
13	First time will bill co-pay. After that they are reschedule.	2/14/2020 7:54 AM
14	we will let them get by 1 time only. we put a note in the computer stating the fact.	2/14/2020 7:32 AM
15	Check them in if they don't have a balance. If balance has to pay on balance to be seen.	2/14/2020 7:28 AM
16	Check patient in and ensure we pick it up at next visit.	2/14/2020 7:22 AM