



College of Veterinary Medicine Policies and Procedures

Subject: Hospital Discharge

Section: AHC Students
Number: CVM 55.6.15.16
Pages: 2
Date: 2014
Replaces Policy Dated: 2012
To Be Reviewed Yearly by: AHC Director
Source:
Cross Reference:

HOSPITAL DISCHARGE

Client Accounts is open Monday through Friday from 8:00 a.m. to 5:40 p.m. The staff members in Client Accounts are ready to help with any questions, so please do not hesitate to request assistance.

While extending care to a patient, it is imperative that all procedures and supplies are recorded as they occur. The technician in the area will assist with this. Regardless if you are confident that all charges have been applied by the time of discharge, always ensure that you inform the client that additional charges that have not posted yet will be billed later.

The daily census keeps the hospitalization charges up-to-date throughout the work week. Client Accounts staff members verify at time of discharge that the client has been charged accurately. For patients discharged on a Saturday or Sunday, the student will need to add charges for Friday and/or Saturday night.

Regarding client deposits for procedures or hospitalization, please see CVM 6.2.01 AHC Client Accounts/Admissions – Financial Policies.


When preparing a patient for discharge, print a Detailed Order Report and review it with the technician and clinician on the case. Once approved and signed by the clinician, turn the Detailed Order Report into Client Accounts for audit at least 20 minutes prior to the client's planned arrival. Follow-up with Client Accounts to ensure the bill is ready before escorting the client to the discharge desk.

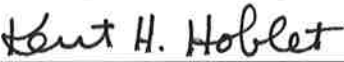
Be considerate of other clients. If another client is paying their bill, please wait until that transaction is complete before approaching the discharge desk with your client. If your client has questions regarding their pet's care, request that the client finalize their transaction and then answer the client's question away from the discharge desk. Bring the patient to the client in the lobby after payment is complete.

After-hours Admissions staff members are available weekdays from 5:40 p.m. until 11:00 p.m. and 7:00 a.m. until 11:00 on weekends and holidays to collect payments at discharge. After-hours payment envelopes are available at all nurses' stations and are to be completely filled out and deposited in the lock box in Small Animal Internal Medicine or Equine. If receiving payment by credit card, verify the credit card number, expiration date and name of card holder.

ADDITIONAL IMPORTANT INFORMATION:

- DO NOT LEAVE A PAYMENT IN THE PATIENT'S RECORD.
- NEVER TELL A CLIENT THAT THEIR BILL IS PAID IN FULL.
- ALWAYS TELL A CLIENT THAT THERE MAY BE ADDITIONAL CHARGES FOR WHICH THEY WILL BE BILLED.

Approved:  10-1-14
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Approved:  10/2/14
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