

# Point of Service Collections

Friday July 22, 2011  
10:30-12:00pm



**hfma** oregon chapter  
healthcare financial management association

Jeanne Hughes-Samaritan Health  
Terri Maltby-Asante  
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Facilitator: Matt Navigato-OHSU

**Panel Participants**

1. How is your organization working to provide financial clearance prior to service?



2. What are the most common audit errors when determining patients' out of pocket expenses? Does your organization look at all estimates, a percentage of estimates, etc? Does your organization track this manually or is there software in place to track audits?

3. What metrics are most useful for improvement?

4. What strategies do you employ to instill a culture of collection among staff?

5. Has any particular training method and/or incentive program been useful?

6. What policies do you employ to support POS collection?



7. What are you doing with regard to financial assistance and charity care?

8. Are there any unusual or innovative strategies you've employed to improve up-front collection?

9. How well have you improved POS collections? What are your priorities going forward?

