

**Auria Medical Clinics, LLC**

**Practice policies: Collection & Cancellation policy at the front desk**

**Purpose: To optimize collection of each patient out standing balance and improve cash flow.**

**Effective data: 3/7/23**

**To: All the front desk staff**

**Effective 3/7/23, the** following collection and cancellation policy will be effective without any exception unless mentioned in the policy text. The collection policy applies to each patient who shows up for a follow up visit and has an outstanding unpaid balance. This policy is a complementary policy to the TSI collections and statements. Without applying the policy and collecting the debt as laid out here, the patient cannot be seen.

1-If the outstanding balance is up to \$200.00, it should be cleared at once, otherwise the patient cannot be seen.

Exception: Per the physician discretion, if the patient is an emergency life threatening condition, she/he will be seen regardless of the balance.

2-If the outstanding balance is more than \$200.00 and the patient cannot pay the full balance, the remaining balance after paying the first \$200.00 installment, should be paid in equal portions every 15 days, for two period. In order to secure the payment, either the patient should provide two checks dated each 15 days apart or provide a valid debit or credit card to be charged on the assigned dates. It is the responsibility of the front desk to register the card information in the Rectanglehealth dashboard under payment plan, so it can be charged automatically, then document the operation and send it as a task to the related physician.

3- If the Credit card doesn't have sufficient funds or the provided check bounces back, then patient is responsible to pay the balance with a \$50.00 fine , immediately upon receiving the invoice or request.

Cancellation policy:

- 1- If the patient fails to request a visit cancellation only via phone to leave a message or portal or submitting email to [info@auriaclinics.com](mailto:info@auriaclinics.com) within 48 hours of the visit, date, there will be a \$50.00 no show fee. This fee should be collected ASAP over the phone or at the next visit. Failure to pay this fee will initiate sending the balance to the collection agency.
- 2- The only exception to the 48 hour rule is an unexpected emergency.