

### Subject: Reassignment of Related-Party Accounts

Department: Patient Financial Services  
Approved By: Riggs/Abney, Legal Counsel

Approved/Amended On: 02/21/2013  
Effective Date: 02/21/2013

This policy/procedure supersedes all other policies/procedures of the same subject.

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**PURPOSE:** This policy has been established in order to avoid potential conflicts with reconciling patient accounts of relatives or close friends.

#### **PROCEDURE:**

1. Upon coming across a patient account of a patient that is any family relation to the Patient Account Representative, that Patient Account Representative will notify the Director of Patient Financial Services.
2. Upon coming across a patient account of a patient that is any close friend to the Patient Account Representative, that Patient Account Representative will notify the Director of Patient Financial Services.
3. Upon notification, the Director of Patient Financial Services will reassign the account to another Patient Account Representative for follow-up and reconciliation.
4. The re-assigned Patient Account Representative will handle this account until the account is closed.
5. All EMSA employees of Patient Financial Services will sign a document, at the time of hiring, stating that they will abide by the above policy/procedure; such document is attached hereto.



Date: \_\_\_\_\_

I, \_\_\_\_\_, promise to abide by the Related - Party Accounts procedure/policy while employed at EMSA. I will not apply any adjustments or write-off credits to any of my family relative's or close friend's accounts. I understand that failure to abide with the Reassignment of Related-Party Accounts policy/procedure is a terminable offense.

Signature \_\_\_\_\_

Supervisor Signature \_\_\_\_\_