



Policies and Procedures #A8

Subject: Reassignment of Related-Party Accounts

Department: Patient Financial Services **Approved/Amended On:** 11/14/2017, 02/27/2013

Approved by: Riggs/Abney, Legal Counsel **Effective Date:** 03/01/2013

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

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 Staff, that Patient Account Staff will notify their immediate manager.
2. Upon coming across a patient account of a patient that is any close friend to the Patient Account Staff, that Patient Account Staff will notify their manager.
3. Upon notification, the manager will reassign the account to another Patient Account Staff.
4. The re-assigned Patient Account Staff will handle this account until the account is closed or their process for their job is complete.
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 Account procedure/policy while employed at EMSA. I will not apply any charges, 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 _____