

Refund Policy

Purpose

To establish a policy on handling Sioux Center Health patient's refunds on hospital accounts.

Policy

Refunds on SCH patient accounts will be handled following this policy.

Procedure

SCH accounts will be worked monthly to determine refunds due to the patient. After it has been determined that the refund is truly due to the patient, the accounts receivable clerk will check to make sure that neither the patient nor anyone in their family has an outstanding balance. If they would, the refund amount would be applied to the outstanding account. If there are no outstanding balances, the AR clerk will turn over the refund journal to the Accounts Payable clerk to issue the refund checks to the patients.