Patient Accounts - overview

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Overview

Accounts allow the billing of services and the receiving of payments for those services. A patient generally will have several accounts to allow the separation of those services that are paid by different parties (e.g. patient, Medicare & health fund).

- A Patient Account is an account that invoices/receipts/adjustments can be raised upon.
- An Inactive Account is an account that cannot be used currently, generally because it is no longer applicable - See Activate/Deactivate an account
- A patient can have different accounts for different health funds and Medical Providers, it includes;
  1. **Private Account:** The patient (or parent/guardian) is responsible for the payment of the services. This also includes the following scenarios where the patient pays the outstanding amount and a claim processed via CareRight
     - The patient pays out of pocket only - Rebate is paid via cheque, addressed to the Doctor
     - The patient pays In full - rebate is paid electronically into the patient's account
  2. **Workers compensation:** Services rendered are as a result of a workers compensation claim through the specified agency.
  3. **Legal**: The services have been requested by a legal 3rd party.
  4. **Medicare:** The services will be bulk-billed and Medicare will pay directly.
  5. **DVA:** The patient is a DVA Health Cardholder and DVA will pay for the services.
  6. **Health Fund:** The patient is a member of the specified health fund and the billed eligible services will be paid by the fund.
  7. **Hearing Services:** The services provided for HSP (Hearing Services Program) eligible patients.

- Access Patient Accounts - See Access Patient Accounts
- Create a New Account - see Add a New Patient Account
- Create a New Invoice - see Invoice from Patient Account
- Create Enquiries - See Review an Existing Account - Enquiries
- Take a Deposit - see Take a Deposit or Credit
- Accept Payment from Patient or Guarantor - see Create Receipt
- Take a refund - See Refunds
- To create an Estimate - See Estimate from patient account