

Debt Management for Old Accounts with no recent activity

Last Modified on 03/07/2023 1:30 pm ACST

Where a patient account is in debt, and it is not feasible it will ever be paid, CareRight has the capability to write off old debt en masse, particularly when a patient account has been closed (but the existing financial records have not been written off).

This is particularly useful if the debt has reached statutory limitations.

Users with *Account - Restricted Actions* permissions are able to view and search for outstanding debts.

Dashboard > Reconciliation > Debts

or

Dashboard > Location > Reconciliation > Debts

1. Click the debts.
2. By default the current data will be displayed
3. To change the date the data is displayed for
 - a. Use the calendar icon near the top left of the window to select the required date
 - b. Click the Search button

The date criteria will show patient accounts with a **non 0 balance** and **no activity after the specified date**.

A user can export the result into CSV file.

For managing other patients with debt or more recent transactions, we recommend the [Aged Debtors Report \(Aged Receivables Report\)](#)

Debts

Download CSV

Dashboard / Reconciliation

Any Unallocated Receipts will be written off with an Opening balance

Select a Location

13/06/2023

Patient	Account Provider	Name	Balance
Mr Rodger2 Rodger2	Dr Adelaide HOSPITAL	BUPA Australia	\$1,430.00 <input type="checkbox"/>
Mr Rodger2 Rodger2	Dr Adelaide HOSPITAL	Australian Health Service Alliance	\$1,139.00 <input type="checkbox"/>
Mr Rodger2 Rodger2	Dr Adelaide HOSPITAL	Private	\$1,430.00 <input type="checkbox"/>

Credit Adjustment Type

Discount (Credit)

Debit Adjustment Type

Write On (Debit)

Write Off

- After careful review, you can select the individual accounts you wish to bring to a \$0.00 balance.
- After you select and click on write off system will ask you a confirmation.
- Once you confirm the invoices to reduce the balance to \$0.00