

Questionnaire for Evaluating Your Office Collection Policies

1. Does your office have a policy of PATOS (asking for Payment At Time Of Service?)
 Yes No
2. Would you describe your policy of PATOS as:
 Closely followed Reasonably followed Loosely followed Hardly followed at all.
3. Does your office have a written collection policy?
 Yes No
4. Does your office have and regularly use a set of standard collection letters or notices to send?
 Yes No
5. Do you have a collection timetable to follow for all accounts?
 Yes No
6. Do you have training guidelines for collection activity by phone?
 Yes No
7. Do you know monthly what your total account receivables are?
 Yes No
8. Which system of billing and collection does your office have? (check one)
 Manual one-write (pegboard) Other manual In-house computer Outside service(s)
9. Do you use a collection agency?
 Yes No
10. Does your office assist patients in following up with insurance carriers on the status of a claim?
 Yes No
11. Do you have an accountant or advisor visit the office periodically to review your collection procedures?
 Yes No
12. Does your office counsel and offer specific payment plans for patients with large outstanding balances?
 Yes No
13. Do you accept credit card payments?
 Yes No
14. Has office staff involved in collections attended a seminar on medical office collection techniques (other than coding and reimbursement training) within the past two years?
 Yes No