

**Sam Houston State University**  
**A Member of The Texas State University System**

**SHSU Physicians Policy FO-PC-02**  
**Financial Management of Patient Accounts**

PURPOSE: To ensure the integrity of the patient's financial account with SHSU Physicians.

As stated in the Collections Policy FO-PC-01, all patients seen at SHSU Physicians will be assessed charges. This includes employees, students, and their family members.

Separation of duties should be maintained at all times in relation to patient accounts. This includes, but is not limited to:

1. Manual adjustments on all accounts should be entered by one staff member and approved by another.
2. An employee should not make adjustments, payments, or any other financial activity on their own account, or the accounts of their immediate family members.
3. Cash deposits should be counted by the staff member completing collections and then verified at end of day by another staff member.
4. Clinic staff should not receipt the payment if the billing company is the one that received the payment. The receipt should be completed by the recipient of the payment.
5. Payment receipts must be reconciled to a deposit batch monthly and all batches must be posted monthly. Open/Unapplied batches must be reconciled and posted to patient accounts monthly. A staff member not responsible for the reconciliation and posting of batches should review to ensure this is done.

Approved by Cabinet: January 2023  
Next Review: January 2028