

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

SHSU Physician's Policy FO-PC-04
Collecting and Posting Time of Service Payments

PURPOSE: To ensure consistent collection of patient responsibility before services are rendered.

1. Clinic front office staff will check the next working day's appointments for any "outstanding balances". Staff will contact any patients with an outstanding balance and remind them that the outstanding balance must be paid or a payment plan set up before they will be seen for their appointment. See Collection Policy for payment plan information.
2. Copayments must be collected upon check-in.
3. The collection of funds falls under Sam Houston State University's FO-10 policy.

Approved by Cabinet: January 2023
Next Review: January 2028