



## SAIDEEP HOSPITAL

## HOSPITAL MANUAL

Doc No	SDH/AAC/01
Issue No	0
Rev No.	0
Date	22 July 2024
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### Policy on Maintaining Patient Category Ratio for Financial Stability

#### Purpose

To ensure financial stability and maintain adequate liquidity for routine expenses, employee salaries, and essential purchases by regulating the ratio of paying to non-paying patients

#### Scope

This policy applies to all departments and staff involved in patient admission, billing, and financial management in the hospital.

#### Definitions

- **Paying Patients:** Patients who pay their bills immediately upon discharge
- **Non-Paying Patients:** Patients whose bills are covered by government schemes (e.g. MJPJAY PMJAY, ECHS, CGHS etc.) or insurance/TPA, typically settled within 3 months but not immediately upon discharge

#### Policy Statement

The hospital shall maintain a balanced ratio of paying to non-paying patients to ensure sufficient liquidity for its operations.


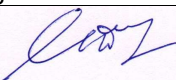
#### Objectives

1. Ensure a steady cash flow to meet operational and financial obligations.
2. Reduce financial dependency on delayed payments from non-paying patients.
3. Optimize resource allocation to maintain high-quality patient care.

#### Procedures

##### 1. Ratio Determination

- The hospital will aim to maintain a paying to non-paying patient ratio of 50:50.
- This ratio will be reviewed quarterly based on financial reports and adjusted as necessary.

Recommended By	Signature	Approved By	Signature
Dr. Hrishikesh Kalgaonkar		Dr. S.S. Deepak	
Chief Medical Administrator		Chairman & Managing Director	



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#### 2. Admission Protocol

- The Admission Department will monitor patient category ratios daily.
- Admission policies will be adjusted to maintain the target ratio, giving priority to paying patients if the ratio is skewed towards non-paying patients.

#### 3. Financial Monitoring

- The Finance Department will prepare monthly financial reports detailing the patient category ratios and cash flow status.
- Quarterly reviews will be conducted to assess the impact of patient ratios on liquidity and operational finances.

#### 4. Billing and Collection

- Immediate billing and collection processes will be reinforced for paying patients to ensure prompt payments.
- For non-paying patients, proactive follow-ups with government schemes and insurance/TPAs will be conducted to expedite payments.

#### 5. Exception Management


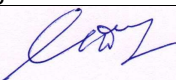
- In cases where the ratio cannot be maintained due to unforeseen circumstances (e.g., pandemics, policy changes in government schemes), the Finance Committee will develop a contingency plan to manage cash flow and operational needs.

#### 6. Employee Training

- Regular training sessions will be conducted for admission, billing, and financial staff to ensure understanding and compliance with the policy.

#### Roles and Responsibilities

- Admissions Department: Monitor and manage patient admissions to maintain the ratio.
- Finance Department: Prepare financial reports, conduct reviews, and manage collections.
- Finance Committee: Develop contingency plans and oversee financial stability.
- All Staff: Ensure compliance with admission and billing procedures.

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#### Monitoring and Review


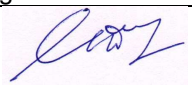
- The Finance Committee will review the policy annually and recommend changes as needed to the hospital administration.
- The policy's effectiveness will be measured by tracking liquidity levels, timely payment of salaries and expenses, and overall financial health of the hospital.

#### Approval and Implementation

- This policy will be approved by the hospital's executive committee and communicated to all relevant departments.
- Implementation will commence on [22/7/2024], with initial training sessions scheduled for [25/7/2024].

#### Conclusion

Maintaining a balanced ratio of paying to non-paying patients is critical for the financial health of the hospital. By adhering to this policy, the hospital can ensure sustainable operations and continuous delivery of quality healthcare services.

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