

Cashless Office Policy

Policy Number 2.01

Policy Statement & Purpose

In order for the organisation to achieve its vision, to grow and to provide a positive experience for both staff and patients it has identified a need to become a cashless practice. This will streamline Medicare rebates, and enhance efficiency, quality of service and the safety of both our staff and our patients. The purpose of this policy is to clarify the need and process for a cashless practice.

Scope

This policy applies to all our employees regardless of employment agreement or title and everyone they communicate with in order to fulfil their roles and responsibilities within the organisation.

Policy Elements

All employees are bound by their contract and position description to follow our organisational policies and procedures while performing their duties. The policy refers to all financial transactions and associated methods of payment.

Benefits

This policy will eliminate the need for patients or staff to carry cash and reduces associated risks of theft or loss.

Procedure

- We will inform our patients that we are a cashless office via notification on the Website, signage in the reception area, on the bottom of accounts and verbally when engaging with patients in a courteous and professional manner.
- We will inform patients that the methods for payment of accounts accepted in this practice are:
 - EFTPOS
 - Cheque-Personel and Bank
 - Direct deposit
 - Debit and Credit Cards
- We will ensure all patients are offered the range of payment options and if unable to make payment on the day, we will accept payment at a later date via the accepted methods.
- We will under NO circumstances accept a cash payment.
- Any purchases required by the practice will be endeavored to be made in a cashless transaction. Any exceptions to this that are purchases made by staff and require a cash reimbursement will be made from Business Manager via Petty Cash or through the payroll system.