Admin Procedures
for
Doctors Practice

Contents:

1. **Daily Procedures in Rooms:**
   Front Desk Users / Reception Users

   1.1 Transactions – Cash, Card, Mobile App
   1.2 Web Payment Links
   1.3 Finance
   1.4 Daily Cash Handling
   1.5 Daily/Weekly Check Your Work

2. **Back Office:**
   Accounts / Practice Manager / Back-office users

   2.1 EFT transactions from bank account
   2.2 Medical Aid transactions from bank account
   2.3 Check your work
   2.4 Recommended control tasks

3. **Debt Collection Tools**
   Accounts / Back office / Debtors Clerk users
   -
   3.1 Upload Payments Links
   3.2 Finance
   3.3 Debit Orders

4. **Alerts and Subscriptions:**
   All Users

   4.1 Subscribe to Alerts and Subscriptions

1. Daily Procedures in Rooms

1.1 The following transactions will be receipted at the reception desks.

1.1.1 Process **CARD** transactions.
View the card transaction user guide here,
https://www.nexion.co.za/wp-content/uploads/2020/06/Card-Transaction-Integrated-User-Guide-v20201207-1.pdf/

1.1.2 Process **CASH** transactions.
View the cash transaction user guide here,
https://www.nexion.co.za/wp-content/uploads/2020/06/Cash-Transaction-Integrated-User-Guide-v20201207-1.pdf

1.1.3 Process **MOBILE APP** transaction when the client pays with SnapScan, Zapper, Masterpass or any Banks Scan to Pay app.
View the mobile app transaction user guide here,
https://www.nexion.co.za/wp-content/uploads/2020/06/Mobile-App-_-Integrated-User-Guide-v20201028-1.pdf

1.2 Web Payment Links

1.2.1 Send **PAYMENT LINKS** allowing patients to pay you online.
View the payment links user guide here
https://www.nexion.co.za/wp-content/uploads/2020/06/Online-Link-Standalone-User-Guide-FINAL-v20200704-1.pdf

1.2.2 Post **PAYMENT LINKS** on receipt of payment notification.
View the posting payment links user guide here,
https://www.nexion.co.za/resource/post-link-integrated-clients-only/

> ➢ **Payments will automatically be posted to Billing system – Users must allocate the payment to the patient's account.**

1.3 Finance

1.3.1 Payment links with amount from R1,000 to R15,000 will include the finance option.
Your patients can apply for finance to settle their bill immediately.

1.4 Daily Cash handling
At the end of every day, process a cash up.

1.4.1 Generate the "Current till Content" report to determine the amount that should be in the till.
1.4.2 Verify the amount on the "current till content" report matches the actual amount in the till.

If the money matches you may proceed with the cash up

(A) Depositing cash into bank account.
- ➢ Process "Deposit Cash and Cheque" on Nexion will change status from pending to paid and attach correct deposit date to all transactions.
- ➢ Print Deposit Record report generated.
- ➢ Doctor to sign on Nexion deposit Slip or attach bank deposit slip.
- ➢ NB Petty cash to be handled separately from your till.

(B) Dropping Cash in Safe
- ➢ Process "Deposit Cash and Cheque" on Nexion will change status from pending to paid and attach correct deposit date to all transactions.
- ➢ Print Deposit Record report generated.
- ➢ Drop Cash in Safe
- ➢ Senior staff to collect cash and attach bank deposit slip.

(C) Giving Doctor Cash.
- ➢ Process "Deposit Cash and Cheque" on Nexion will change status from pending to paid and attach correct deposit date to all transactions.
- ➢ Print Deposit Record report generated.
- ➢ Doctor to sign on Nexion deposit Slip.

View the current till content and cash up process user guide here,
https://www.nexion.co.za/resource/cashup-cash-deposits/

❖ **Subscribe to Alerts and Subscriptions**
- - **Alert me when a cash up is done and send me a copy.**
- - **Alert me when there has been no cash up for 5 days.**

1.5   Daily/Weekly Check Your Work.
At the end of every day verify that your Nexion Receipt book is in balance with Billing system.

- 1.5.1   Generate the transaction analysis report at the end of the day and determine the amount posted on Billing system for a selected date range for Cash and Card payments.
- 1.5.2   On Nexion select **"Check your work"** and then the **"Auto Recon"** button.
- 1.5.3   Select the receipt book you are reconciling.
- 1.5.4   Select the same date range on Nexion as the Billing system report.
- 1.5.5   Enter the amounts for cash and card from the report to Nexion and click **Next**.
- 1.5.6   If there is a difference, click on "Generate Excel Spreadsheet" and identify differences.
- 1.5.7   Fix any errors.
- 1.5.8   Recheck work until you are in balance (except for explainable/allowable differences).

Possible causes for differences might be:

- ➢ Nexion is higher than Billing system – you have probably processed a payment and not posted the payment to Billing system.
- ➢ Billing system is higher than Nexion – you might have posted a payment to Billing system and not processed the payment on Nexion.
- ➢ You might have processed a refund.

❖ **Subscribe to Alerts and Subscriptions –**
  - **Alert me when there has been no Auto Recon for 5 days.**
  - **Alert me when an Auto Recon was initiated and send me the summary.**

2. Back Office:

Receipting payments from the Bank Statement on Nexion.
Generate the bank statement from your online banking portal in Excel CSV format reflecting EFT and Medical Aid payments.

2.1   EFT payments

2.1.1   Process EFT payments from the bank statement on Billing system using integration.
2.1.2   Use the statement date for reconciliation purposes.

View the EFT payments user guide here,
https://www.nexion.co.za/wp-content/uploads/2020/06/EFT-_-Integrated-User-Guide-v20201214-1.pdf

❖ **Subscribe to Alerts and Subscriptions**
  - **Alert me when there have been no successful EFT transactions for 5 days.**

2.2   Medical Aid payments

2.2.1   Remove all transactions that are not medical aid payments from the bank statement.
2.2.2   Upload the bank statement to receipt medical aid payments on Nexion.
2.2.3   Process ERA's or Remittance advice on Billing system using the receipt date or statement date
for   reconciliation purposes.

❖ **Subscribe to Alerts and Subscriptions**
  - **Alert me when there have been no successful Medical Aid transactions for 5 days.**

View the Medical Aid upload user guide here,
https://www.nexion.co.za/wp-content/uploads/2020/06/Batch-Upload-Final-User-Guide-V20200721-1.pdf

2.3   Check Your Work.
After every bank statement upload, verify that your Nexion Receipt book is in balance with Billing system.

2.3.1   Generate the transaction analysis report and determine the amount posted on Billing system for a selected date range for EFT and Medical Aid payments.
2.3.2   On Nexion select **"Check your work"** and then the **"Auto Recon"** button.
2.3.3   Select the receipt book you are reconciling.
2.3.4   Select the same date range on Nexion as the Billing system report.
2.3.5   Enter the amounts for eft and medical aid payments from the transaction analysis report to Nexion and click **Next**.

2.3.6   Select receipt date or statement date.
2.3.7   If there is a difference, click on "Generate Excel Spreadsheet" and identify differences.
2.3.8   Fix any errors.
2.3.9   Recheck work until you are in balance (except for explainable/allowable differences).

Possible causes for differences might be:

- ➢ Nexion is higher than Billing system – you have probably processed a payment and not posted the payment to Billing system.
- ➢ Billing system is higher than Nexion – you might have posted a payment to Billing system and not processed the payment on Nexion.
- ➢ You might have processed a refund.

- ❖ **Subscribe to Alerts and Subscriptions**
    - **Alert me when there has been no Auto Recon for 5 days.**
    - **Alert me when an Auto Recon was initiated and send me the summary**.

2.4 Control Tasks

2.4.1   Reconcile Bank Statement to Nexion Bank Recon report.
2.4.2   Check that all Cash deposits were processed with Nexion deposit history report and match deposits on bank statement.
2.4.3   Use Nexion reports to determine if any payment links were paid and post to Billing system.
2.4.4   Billing – Check that billing matched expected activity in the practice.
2.4.5   Journals – Check that all journal credits/debits (discounts/ reversals) are authorized.
2.4.6   Age analysis – Take proactive steps to collect debt with Nexion debt collection tools. See 3.1.
2.4.7   Unallocated receipts – review all transaction types that were not posted/allocated to Billing system.
2.4.8   Follow up with medical aids if no remittances were received.
2.4.9   Follow up on all unidentified EFTS.

3. Debt Collection Tools

3.1 Upload Payment Links
Use your Age Analysis or Debt collection report to send out multiple payment links on Nexion.
Ensure all patients email addresses are loaded and up to date.

3.1.1   Prepare your age analysis for upload.
3.1.2   Upload file to Nexion and send multiple Payment Links.
3.1.3   Activate the 72-hour automatic reminder.
3.1.4   A copy of the receipt will be sent to the confirmation email address.
3.1.5   Post successful payment links to Billing system on receipt of payment notification.
3.1.6   Refer to 1.2.2 to post the successful payment link.

View the Upload Links user guide here,
https://www.nexion.co.za/wp-content/uploads/2020/06/Upload-Links-_-User-Guide-v20210419.pdf

3.2   Finance

3.2.1   Web payment links with amount from R1,000 to R15,000 will include the finance option.

3.3   Debit Order
Patients can generate a debit order to pay over a period.

3.3.1   Generate an online payment link.
3.3.2   Select Debit order option.
3.3.3   Activate the 72-hour automatic reminder.
3.3.4   Subscribe to Alerts – alert me when a debit order pays out.
3.3.5   Post payment to Billing system on receipt of payment notification.

View the generate links user guide here,
https://www.nexion.co.za/wp-content/uploads/2020/06/Online-Link-Standalone-User-Guide-FINAL-v20200704-1.pdf

4. Alerts and Subscriptions

**4.1 Set alerts to be reminded when, tasks are not completed.
    Set subscriptions to receive notification, when a task is completed and receive a copy of the report.**

View the Alerts and Subscriptions user guide here,
https://www.nexion.co.za/wp-content/uploads/2020/06/Alert-Subscriptions-_-User-Guide-v20201020.pdf