A Study On Financial Estimate Variance At Fortis Escorts Hospital

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Introduction -

Every hospital has policy of having package billing system for the surgical procedures.
Accordingly the hospital Financial Counsellor used to provide financial estimates, and reviewed by the respective department. The patients also informed time to time if budget is increasing due to any reason.
Estimate variations could be positive (ranges between 0-5%) or negative (minus or above 5%).
FEHI accepts estimate variation between 1-5% only but they observed that this is on higher side.
the customer satisfaction.

Objectives

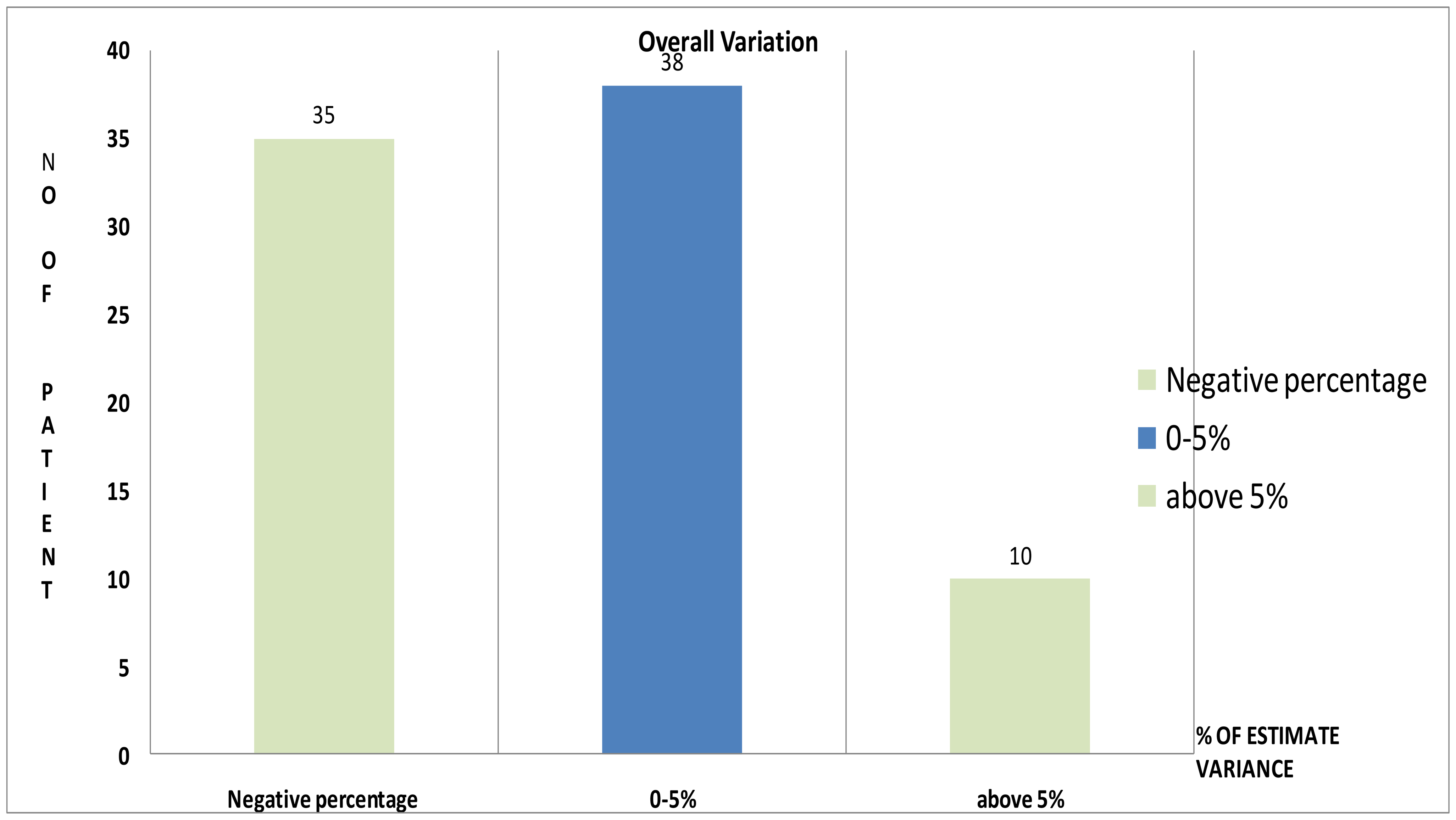
- To study the variation between actual bills and estimate bills
- To study the process of re-estimation
- To suggest ways towards positive variation, if required

Methodology

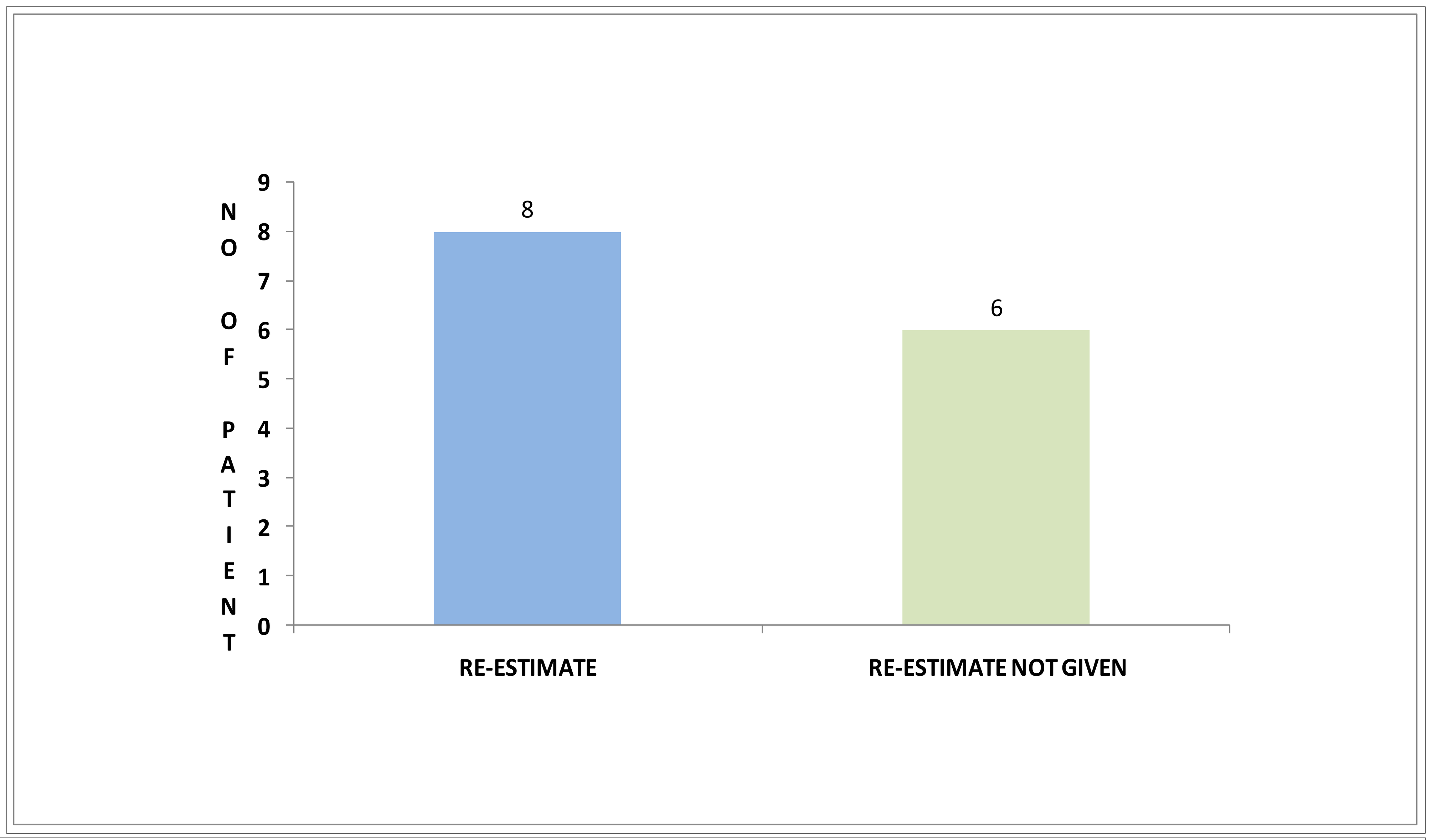
Reviewed the billing process
Analysis of records of 83 cases of planned surgeries
Study Duration : 1 month (April 2019)

Key Findings

1.Distribution of overall variations (positive and negative)



2.No of patient who have been denied of Re-estimate procedure



Observations

1. Lack of communication between financial counselor and patient attendant
2. Cross consultation by any other specialist during or after the procedure
3. No estimate **monitor** in the software

Suggestions

Patient should made more aware of the variation that may happen during or after the procedure / surgery for which there should be clinical person involved more at the ground level and the price recordings should be updated frequently

Inclusion of more online or intranet work included for the entire process which can make it more simple and accurate

Example - Patient charge estimator software

More introduction of packages to cover up maximum procedure / surgeries to get a definite bill amount