

Internal Controls: Lost Income & How to Capture It

I. How Many Services Rendered In Your Practice Are Not Accounted For?

A. Outpatient Services

	<u>Study</u>	<u>#Lost</u>	<u>Your Practice</u>
1. Fecal Exam	\$ _____	_____	\$ _____
2. Heartworm check	\$ _____	_____	\$ _____
3. Injections	\$ _____	_____	\$ _____
4. Nail Trim	\$ _____	_____	\$ _____
5. Other	\$ _____	_____	\$ _____

The cost to your practice in lost income for Out-Patient Services \$ _____

How to Implement Effective Internal Controls and Prevent Client Give-Aways

Out Patient Services

- Itemized client statement
- Have receptionist circle services requested by client
- Receptionist should be required to review medical record
 - Update preventative procedures
 - Simple and efficient method of record keeping
- Implement use of Travel Sheet
- Veterinarian to highlight procedures actually rendered and highlight any additional services rendered
- Receptionist to post charges for ALL services rendered

Enhance Your Patient Visit Form

1. List recommended or declined codes
2. Indicate time for medical progress exam
3. Indicate day for medical recall

B. In-Patient Services

	<u>Study</u>	<u>#Lost</u>	<u>Your Practice</u>
I. Medical cases			
a. Injections	\$ _____	_____	\$ _____
b. Fluid therapy	\$ _____	_____	\$ _____
c. I.V. catheters	\$ _____	_____	\$ _____
d. Radiographs	\$ _____	_____	\$ _____
e. Laboratory procedures	\$ _____	_____	\$ _____
f. Outpatient procedures			
1. Vaccinations			
2. Heartworm check			

The cost to your practice in lost income for In-Patient Services \$ _____

How to Implement Effective Internal Controls and Prevent Client Give-Aways

In Patient Services

- In-hospital tracking form
 - Must have accurate medical record system
 - One person in charge of reviewing chart & posting all charges
 - Common sense (i.e.: IV catheters for heartworm treatments; bandages, etc.)

	<u>Study</u>	<u>#Lost</u>	<u>Your Practice</u>
2. Surgical cases			
a. Suture material	\$ _____	_____	\$ _____
b. Anesthesia time	\$ _____	_____	\$ _____
c. Hospitalization	\$ _____	_____	\$ _____
d. Extra materials used	\$ _____	_____	\$ _____

Do You Value Your Professional Services

40 LB CANINE HOSPITALIZATION	DAILY DOCTOR PROFESSIONAL CARE	COMPREHENSIVE PHYSICAL EXAM

How to Implement Effective Internal Controls and Prevent Client Give-Aways

Surgical Procedures

- Operating Room usage form
 - To be completed by surgical technician
- Common Sense (i.e.: if there is an operating room charge, there has to be an anesthesia charge)
- One person in charge of posting all surgical fees
- Charge for surgeon's time
- Charge for anesthesia time

II. The Cost To Your Practice In Lost Revenue

The total amount of income “lost” in the average practice per year, per full-time equivalent doctor is \$ _____

III. Effect On Your Bottom Line

- A. Represents “true profits”
- B. High Gross – Low Net

IV. Causes Of Ineffective Charging And Lack Of Effective Internal Controls

- A. Practitioners are too busy
- B. Receptionist-oriented problems
 - 1. Lack of concern
 - 2. Lack of motivation
 - 3. Lack of training
 - 4. Responsibility “thrown upon them”
- C. Ineffective management
- D. Inefficient or confusing fee schedule and receipting system
- E. Intentionally not rendering services
- F. Intentional “give-aways”

[illegible]

Total Side 1 _____
Total Side 2 _____
Total Both Sides _____

In-Hospital Tracking Form

PATIENT NO.	CLIENT'S NAME	PHONE NO.	ANIMAL NAME	REASON FOR ADMITTING	DATE ENTERED	DR.
LABORATORY - IN HOUSE		PROFESSIONAL SERVICES		DATES	MEDICATION - INJECTIONS	DATES
Blood Screen	247		Medical Progress Examination	3	Acetpromazine Inj.	1018
Major Blood Profile	209		Emergency Care	8	Anoxicillin Inj.	901
PreAnesthetic	210		Wellness Examination	2	Caparsolate Inj.	1411
CBC	240		Comprehensive Examination	5	Centrine Inj.	1227
Cytology	227				Chloramphenicol Inj.	935
Ear Swab - Mite Check	236				Dexamethasone Inj.	1001
Fecal Examination	200				Droncil Inj.	1237
Fungal Culture	225		IMMUNIZATIONS		Floccilin Inj.	932
Heartworm Elisa	207		DHLP	154	Gentocin Inj.	920
Heartworm Test	205		Parvovirus	164	Lasix Inj.	1211
Leukemia Elisa Test	243		Bordetella	190	Penicillin G K Inj.	934
Leukemia - FIV/Elisa	249		Rabies - Canine 1 Year	172	Prednisolone Inj.	1009
Parovirus Test	252		Rabies - Canine 3 year	171	Vetalog Inj.	1002
Skin Scraping	226		FVRCP	178		
Urine Collection	50		FelV	178	BOARDING	
Vaginal Smear	241		Rabies - Feline 1 year	173	Board - Canine	395
Urinalysis	218		Rabies - Feline 3 year	174	Board - Feline	398
					Medication	394
					Special Diet	396
LABORATORY - SENT OUT		MEDICAL SERVICES				
Antibiotic Sensitivity	223		Bandage - Light	27	BATHING	
Bacterial Culture	222		Bandage - Heavy Padded	28	Bath	24
FelV Antibody Test	216		Clean Ears Major	23	Clip Hair	21
Histopathology (Biopsy)	228		Clean Ears Minor	12	Comb Out Mats	20
Thyroid Profile	230		Clean Wound	25	Medicated Bath	22
			Corneal Stain	17	Medicated Dip	23
RADIOLOGY		Electrocardiogram		350		
1 Radiograph / Interpretation	331		Enema	39	HOSPITALIZATION	
2 Radiographs / Interpretation	332		Express Anal Glands	16	Hospitalization - Full	375
3 Radiographs / Interpretation	333		Infuse Anal Glands	18	Hospitalization - Partial	385
4 Radiographs / Interpretation	334		Flea Treatment	15	Convenience Stay	381
Barium Administration	320		Medical Restraining Collar	58	In Patient Medication	387
Barium Series	321		Nail Trim	14	Special Cleaning	397
Double Contrast Cystogram	323		Catheter / Empty Bladder	48	Special Diet	396
IV Urography Injection	318		Indwelling Urinary Catheter	49	Intensive Care	386
IVP Series	325		Relieve Urinary Obstruction	47	Blood Transfusion	389
Pneumocystogram	316		Splint Application	29	In Patient Evaluation - DVM	376
Positive Contrast Cysto	317		TAP Abdomen	43	In Patient Evaluation - Tech	377
Radiographic Consultation	324		TAP Thorax	45		
			Euthanasia	1896	SURGERY - ELECTIVE	
FLUIDS			Cremation	1897	Ovariohysterectomy - Canine	750
IV Catheter	53				Ovariohysterectomy - Lg Kg	751
Jugular Catheter	54		ANESTHESIA		Ovariohysterectomy - Feline	752
In Patient Fluids	388		Inhalation Anesthesia	400	Orchiectomy - Canine	753
Flush Catheter	105		Extended Anesthesia	404	Orchiectomy - Feline	754
Replacement IV Catheter	101		Injectable Anesthesia	401	Declaw - Under 1 Year	755
Replacement IV Line	102		Sedation	403	Declaw - Over 1 Year	780
			PreAnesthetic Injection	406	Spay / Declaw	838
OPERATING ROOM			Electronic Monitoring	407	Neuter / Declaw	839
Instruments & Supplies	451		Extended Anesthetic	408		
Special Instrumentation	452		DENTISTRY		SURGERY - NON ELECTIVE	
Standard Operation Rm Setup	450		Clean & Polish Teeth	725	Abdominal Surgery	765
Medication Dispensed			Extraction	727	Hematomata Repair	836
			Minor Teeth Scaling	726	Laceration Repair	759
			Root Canal	728	Lance and/or Drain Abscess	761
Food Dispensed					Tumor Removal	791
					COURTESY	

SURGICAL USAGE SHEET

Procedure: _____

Pet's Name: _____ Client's Name: _____ Doctor: _____

Packs: **QTY**
Orange Spay _____
Blue Spay _____
Purple Spay _____
Black Neuter _____
Yellow Neuter _____
Green Exploratory _____
Surgical Gown _____
Cruciate _____
Orthopedic _____
Other _____

Blades:
#10 _____
#11 _____
#15 _____

Suture Material:
Securocryn 0 _____
2-0 _____
3-0 _____
4-0 _____
Vicryl 2-0 _____
Gut 4-0 _____
Staples _____
Other (Specify type, size, & qty) _____

Surgical gloves:

6.5 _____
7.0 _____

Exam Gloves:

Small _____
Medium _____
Large _____

Bandage Material: (Specify type, size, & qty)

1. _____
2. _____
3. _____

Splints, Pins, Screws, Plates:

(Specify type, size, & qty)

1. _____
2. _____
3. _____

Monitors: **QTY**
Electrocardiogram _____
Pulse Oximeter _____
Blood Pressure _____
Temperature _____
Carbon Dioxide _____
Respiration Rate _____

Fluids:

IV LRS _____
Normosol _____
Plasmalyte _____
Other _____
Sterile Saline 250 mL _____
500 mL _____
Sodium Chloride _____
50 % Dextrose _____
Other (Specify type, size, qty) _____

Catheters: **QTY**

IV _____
18 G _____
20 G _____
22 G _____
24 G _____
Urinary _____
3.0 Tom Cat (open) _____
3.5 Tom Cat (closed) _____
10 Fr (Rd Rub) _____
12 Fr (Rd Rub) _____
14 Fr (Rd Rub) _____
Other (Specify type, size, & qty) _____

Additional Instruments

Metzenbaum Scissors _____
Needle Holders _____
Thumb Forceps _____
Army/Navy _____
Hemostats _____
Other: _____

Dentals: **QTY**
Prophy Paste _____
Prophy Head _____
Small bone bur _____
Large bone bur _____
Cutting bur #699 _____
Cutting bur #701 _____
Cutting bur #702 _____

Miscellaneous:

Gauze packs (40 total) _____
Lap Sponges (4 pack) _____
Bowl with 20 gauze _____
Hemostatic gauze _____
Blue Towel (1) _____
Blue Towels (4) _____
3 way stop cock _____
Biopsy Jar _____
20 mL _____
60 mL _____
90 mL _____
XL+Formalin _____
Drain Tube (sm) _____
Drain Tube (lg) _____
Vet Wrap (sterile) _____
Lg Drape (cut-able) _____
Ehlman (cautery) _____
Surgical masks _____
Surgical boots _____
Surgical caps _____

Drugs:

Ampicillin 1 g _____
Atropine _____
Bupivacaine _____
Cefazolin 1 g _____
Epinephrine _____
Lidocaine _____
Mannitol _____
Naloxone _____
Oxytocin _____
Potassium Chloride _____
Other (Specify type, size, & qty) _____

