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How do I correct a Patient Payment Receipt that has been entered incorrectly?

Find the Receipt > Open/Attach to the Reference Batch listed on the Receipt Dashboard
 Be sure this receipt is not yet posted > see Help Doc - Undo Post, if any portion of the receipt is posted

1. Click 'Modify' on the Receipt Dashboard
2. Correct as needed
3. Add a note
4. [Save]

Add Payment Receipt Receipt: 77508

Payments Dashboard > Receipt History

Receipt Dashboard Receipt: 77508

5763 SMITH, ALICE

Guarantor: - SELECT -

If any part of the Total Amount is a copay then enter that amount into the 'Copay' field.

Check Amount	Cash Amount	Card Amount	Total Amount	Copay
0.00	0.00	400.00	400.00	400.00

Additional Info

Reference / Check Number: Escrow 400.00

Received From: PREPAY POS Payment: - SELECT - Disbursed: []

Note: prepay- updated paid amount to 400 from 500

4 Save [F2] Cancel

How do I delete a Receipt?

If a receipt is entered in error, and you have security permissions to do so, [Delete] the receipt.

Reason for Deleted is required

Receipt Dashboard Receipt: 109137

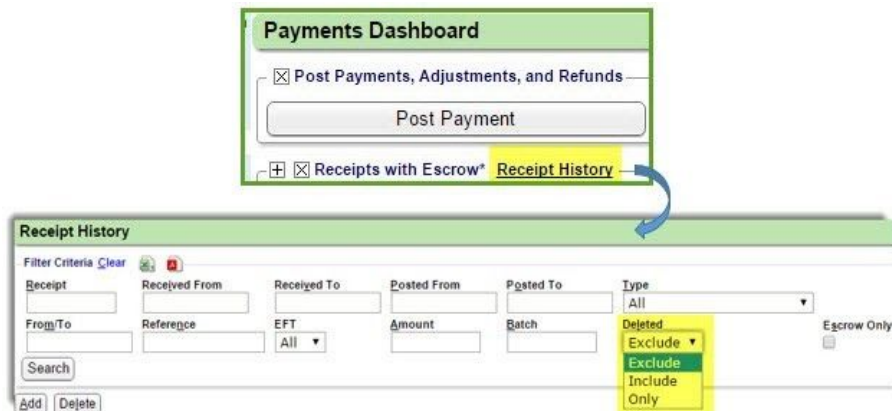
Reason for Deleting: duplicate receipt entered in error

Submit

Post Post (Expert Mode) Print Receipt Delete

How do I find a deleted Receipt?

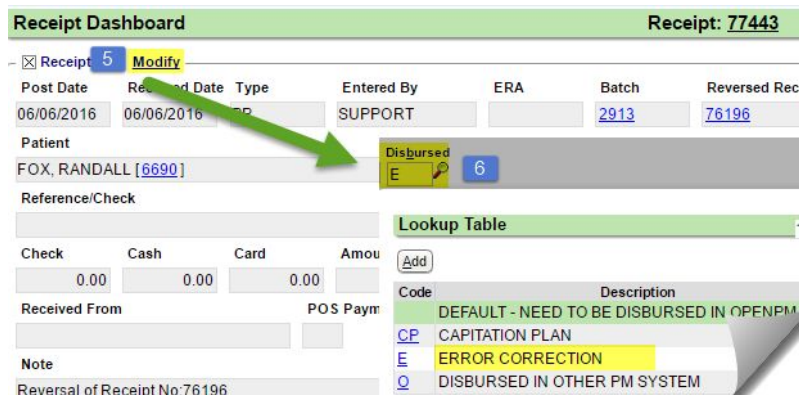
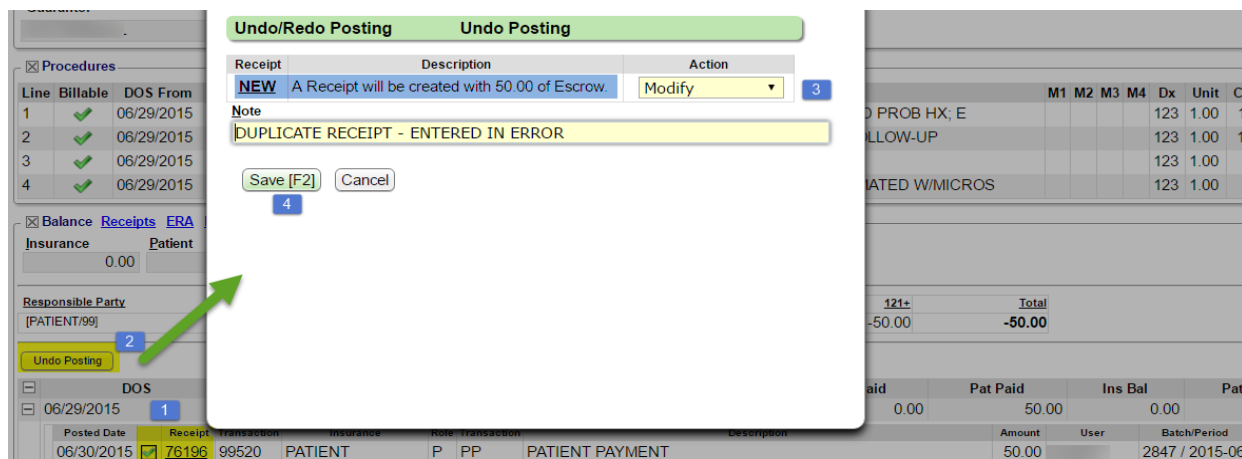
On the 'Payments' page > Click **Receipt History** > in the 'Deleted' drop-down, choose 'Include'
 OR use the go-cut 'r' to get to the receipts page and use the same filters



What to do with a Receipt that was entered in error with payments posted in a closed period?

If you have a Receipt that was entered in error, that cannot be deleted because the payments were posted in a closed period, use these steps:

1. Go to the Encounter > click the checkbox to select the Receipt
2. Click [Undo Posting] (this action will create a new Receipt)
3. In the popup choose Action: 'Modify' - this will land you on the new Receipt Dashboard
4. [Save]
5. On the new 'Receipt Dashboard', Click 'Modify'
6. In the 'Disbursed' field choose 'E' - the code indicating an 'Error Correction' then [Save] the Receipt



This process removes the Payment from the *current* reporting period's A/R. You may use the 'Receipts Management' report, with the 'include Disbursed Receipts' option to review this action.