Waterfall
Community
Health Center

Patient Refund Procedure

All refund requests are submitted to Waterfall's Billing Department for review and processing in a timely manner and will be forwarded to Accounts Payable for processing.

Purpose and Scope: To be implemented when a payment is received and warrants a patient refund.

Procedure for Check in Mail:

1. Verify that the account has a $0 balance.
2. Document the check payment.
3. Process patient refund timely.
4. Update patient account notes.

Procedure for Credit Card Payments:

1. Verify that the account has a $0 balance.
2. Document credit card payment.
3. Process patient refund timely.
4. Update patient account notes.