

MANAGING MISSING PATIENT SIGNATURES

It's important to properly manage PAs with Missing Patient Signatures when a product been dispensed. Processing these Pas ensures inventory levels remain accurate across systems. Key items to understand how inventory levels are handled:

- An applied Patient Signature (manually or via DocuSign) will decrement the product from MotionMD inventory.
- Submitting the PA to Billing will decrement the product from Oracle inventory.

Completing both steps helps maintain accurate inventory tracking and prevents discrepancies.

If the product was dispensed and the patient's signature was not obtained, the PA needs to be submitted as a **Bill Back to Clinic**. **Do NOT Archive the PA**. If the PA is not submitted the item will not be decremented from Oracle Inventory.

Managing PAs Missing Manual Signatures:

- Fully complete the PA in all sections as usual. In the Patient Signature box, write in **Bill to Clinic**.
- Under the Notes section, add a **Billing Note** stating the patient's signature was not captured and the PA needs to be processed as a Bill Back to the account.
- Submit the PA to Billing.

The image displays two parts of the software interface. On the left, the 'Signatures' section shows two signature boxes. The first box contains the handwritten text 'Bill to Clinic' and is signed by 'Patty O'Swing Self' on '2024-05-21'. The second box contains a handwritten signature and is signed by 'Ima N. Motion NPI: 1205826161' on '2024-05-21'. A red box highlights the first signature box with the instruction 'Write 'Bill to Clinic' in the patient signature box.' On the right, the 'Add Note' dialog box is shown. The 'Billing Note' option is selected, and a red box highlights it with the instruction 'Add a Billing Note stating the patient's signature was not captured.' The dialog box also shows other options like 'Patient Visible' and 'PA Comment', and a message: 'Unable to capture the patient's signature. Please bill PA as a chargeback to the account.'

Managing PAs Missing DocuSign Signatures:

- Fully complete the PA in all sections as usual as noted above.
- Submit a **Help Ticket to the Customer Success Team** and inform them the patient's signature could not be obtained, and the DocuSign request needs to be removed.
- After the DocuSign has been removed, In the Patient Signature box, write in **Bill to Clinic**.
- Under the Notes section, add a **Billing Note** stating the patient's signature was not captured and the PA needs to be processed as a Bill Back to the account.
- Submit the PA to Billing.