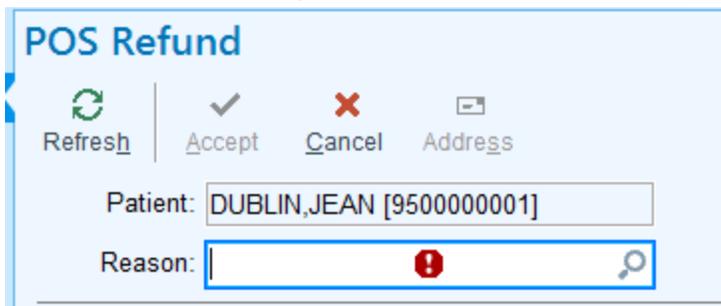


MRPG – Refunding a POS Payment

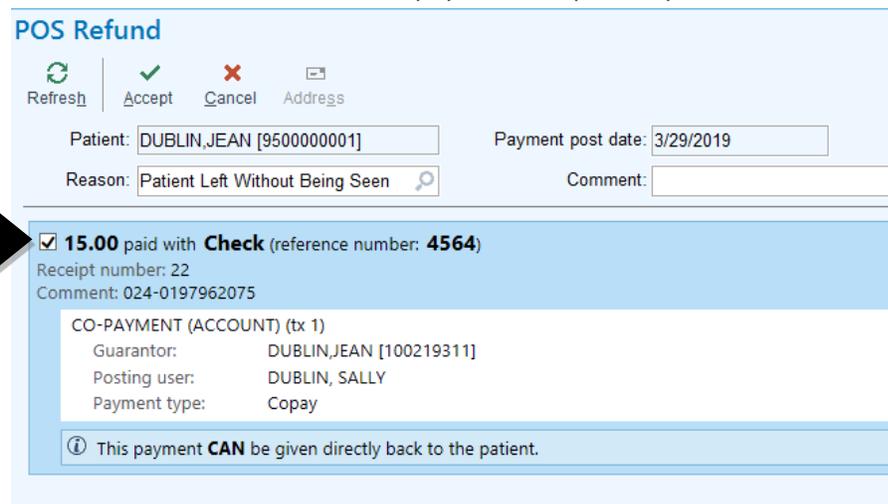
- Refunds must be made on the same day of payment by the front desk; otherwise the patient will have to contact the Billing Department.
- Check payments are refunded in Epic and Trust Commerce. (See separate tip sheet on refunds in Trust Commerce)
- Credit Card Payments only need to be refunded in Epic.

1. Navigate to POS Refund, follow the path: Epic>Enterprise Billing>POS Refund. 
2. Search for your patient in the Patient Look up.
3. In the POS Refund activity, in the Reason Field, enter "Patient left without being seen."



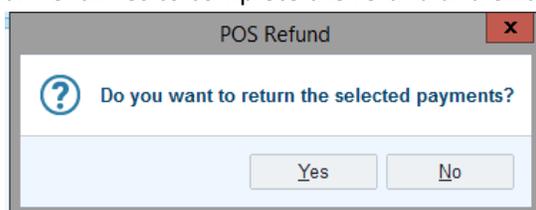
The screenshot shows the 'POS Refund' form. At the top, there are four buttons: 'Refresh' (with a circular arrow icon), 'Accept' (with a checkmark icon), 'Cancel' (with an 'X' icon), and 'Address' (with a location pin icon). Below the buttons, there are two input fields. The first is labeled 'Patient:' and contains the text 'DUBLIN,JEAN [9500000001]'. The second is labeled 'Reason:' and is currently empty, with a red exclamation mark icon and a magnifying glass icon to its right.

4. Click the check box to select the copayment the patient paid.



This screenshot shows the 'POS Refund' form with more details. The 'Patient:' field still contains 'DUBLIN,JEAN [9500000001]'. The 'Reason:' field now contains 'Patient Left Without Being Seen'. To the right of the 'Reason:' field, there is a 'Payment post date:' field with the value '3/29/2019' and a 'Comment:' field. Below these fields, a payment entry is shown with a checked checkbox: '15.00 paid with Check (reference number: 4564)'. Below this entry, there is a 'Receipt number: 22' and a 'Comment: 024-0197962075'. Further down, there is a section for 'CO-PAYMENT (ACCOUNT) (tx 1)' with details: 'Guarantor: DUBLIN,JEAN [100219311]', 'Posting user: DUBLIN, SALLY', and 'Payment type: Copay'. At the bottom of this section, there is a note: 'This payment CAN be given directly back to the patient.'

5. Click Accept on the POS Refund activity toolbar.
 - a. A POS Refund pop-up window appears to confirm that you want to return the selected payments
 - b. Click Yes to complete the refund and exit the POS Refund activity.



The screenshot shows a confirmation dialog box titled 'POS Refund'. It has a question mark icon and the text 'Do you want to return the selected payments?'. At the bottom, there are two buttons: 'Yes' and 'No'.