

# Refund a 3rd party

Last Modified on 09/05/2023 10:43 am AEST

Refund a 3rd party organisation or employer that paid a patient's bill. You may need to do this if the invoice was incorrect or billed incorrectly.

To refund a payment to a 3rd party:

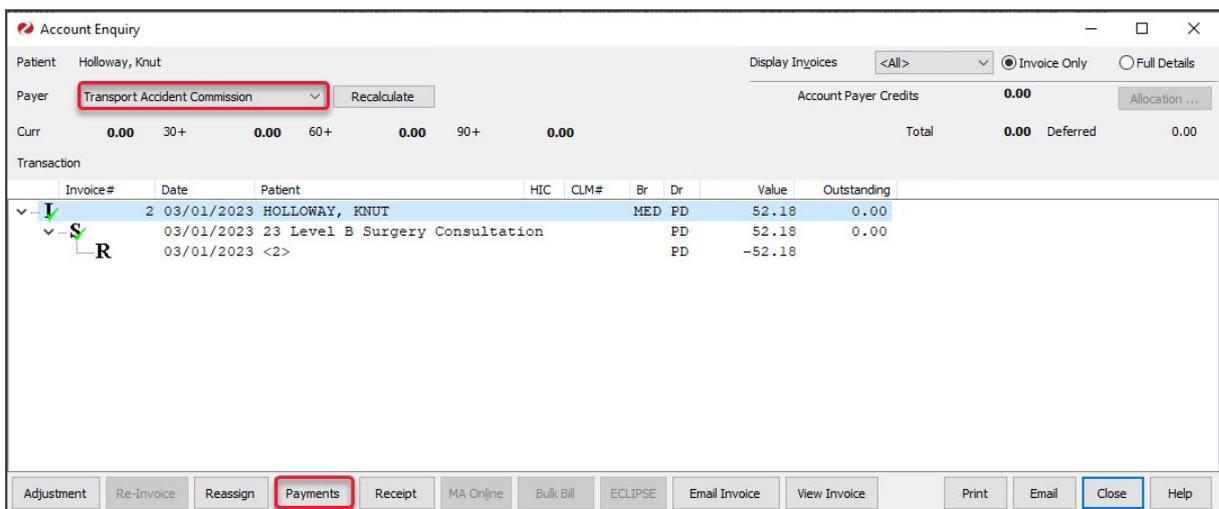
1. Locate and **open the patient's record**.
2. From the top menu, select **Acc Enquiry**.

The **Account Enquiry** screen will open.

3. In the **Display Invoices** field, select **All**.
4. In the **Payer** field, select the 3rd party payer.
5. Select the invoice you want to refund.

Use the invoice number to confirm it's correct and that it has a green tick, indicating it was paid.

**Note:** Just processing a refund would leave the invoice unpaid and prevent you from voiding the invoice. For this reason, we will first reverse the amount paid and then process the refund.



**Account Enquiry**

Patient: Holloway, Knut

Display Invoices: <All> |  Invoice Only |  Full Details

Payer: **Transport Accident Commission** | Recalculate

Account Payer Credits: **0.00** | Allocation ...

Curr: 0.00 30+ 0.00 60+ 0.00 90+ 0.00 | Total: 0.00 Deferred: 0.00

Transaction	Invoice#	Date	Patient	HIC	CLM#	Br	Dr	Value	Outstanding
✓	2	03/01/2023	HOLLOWAY, KNUT			MED	PD	52.18	0.00
✓		03/01/2023	23 Level B Surgery Consultation				PD	52.18	0.00
✓		03/01/2023	<2>				PD	-52.18	

Buttons: Adjustment | Re-Invoice | Reassign | **Payments** | Receipt | MA Online | Bulk Bill | ECLIPSE | Email Invoice | View Invoice | Print | Email | Close | Help

6. Select **Payments**.

The **Payments Enquiry** screen will open.

This screen shows every payment taken from the patient. Every time a payment is made, a receipt is created.

7. Select the receipt, and use the receipt number to confirm it's the correct one.
8. Select **Reverse Allocation**.
9. Select **Yes** to make the reversal.

Payment Enquiry

Payer Transport Accident Commission      Payments <All>       Payment Only    Full Details

Payment Date Period 03/12/2022 To 03/01/2023

Payments						
Receipt #	Date	Time	Staff	Value	Credits	
2	03/01/2023	14:34	PD	52.18	0.00	
<div style="border: 1px solid black; padding: 5px; margin: 10px auto; width: fit-content;"> <p>Confirm <span style="float: right;">X</span></p> <p> Do you wish to reverse all allocation from payment #2?</p> <p style="text-align: right;"> <input type="button" value="Yes"/>   <input type="button" value="No"/> </p> </div>						
F	BNK CHEQUE	Transport Acciden		52.18		

10. Select **Close** to save and return to the **Account Enquiry** screen.

You can now process the refund.

11. Select **Payments**.

12. Select the receipt again.

13. Select **Refund** to open the **Refund** screen.

14. Select the refund method: **Cash, Cheque** or **Eftpos**.

15. In the **Details** field, enter a reason for the refund.

16. Select **OK** and the amount will disappear from the receipt and the refund will be recorded in Zedmed.

17. Select **Close** to save and exit.

Payment Enquiry

Payer Transport Accident Commission      Payments <All>       Payment Only    Full Details

Payment Date Period 03/12/2022 To 03/01/2023

Payments						
Receipt #	Date	Time	Staff	Value	Credits	
> R 3	03/01/2023	14:50	PD	52.18	0.00	
✓ R 2	03/01/2023	14:34	PD	52.18	52.18	
F	BNK CHEQUE Transport Acciden			52.18		
C	03/01/2023	In Banklist : BNK	PD		52.18	

**Refund**

Refund amount **52.18**      Bank list **Albert Road MC Bank Account**

Method

Cash       Cheque       Eftpos

A cash refund will appear on your banking reports as a negative cash amount.

A refund cheque will be treated as a negative DIRECT DEPOSIT so as not to affect your banking.

A EFT refund will appear on your banking reports as a negative EFT amount.

**Warning:** This refund will affect the total amount received on the transaction report of the original receipt date. You should reprint that transaction report if this was in the past.

Details

You will return to the **Account Enquiry** screen and the unallocated credit will be gone.