

## WhatsApp for anesthesia departmental billing

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**Key words:** Anesthesia Department, [Anesthesia](#)/economics; Fee for Service; Documentation; Medical Records Systems, Computerized

**Citation:** Nair A, Mudunuri R, Ganapathy M, Kulkarni V. WhatsApp for anesthesia departmental billing. *Anaesth Pain & Intensive Care* 2016;20(1):113-114

Sir,

In corporate hospitals, the anesthesiologists are either salaried i.e. they get fixed remunerations for the clinical work that they do in operation theatre and ICU or they are on a fee for service basis i.e. the department generates income by billing for every case that gets anesthetized. Billing is done for procedures (central venous lines, arterial line, emergency intubation) transportation of critically ill patients, monitored anesthesia care, PAC (pre-anesthesia

check-up ) etc.<sup>[1]</sup> The departmental members involved in services are required to write it manually on the billing sheet provided in the case sheet .

In spite of filling the billing sheet meticulously, billing department makes unintentional

blunders by not transferring amount to anesthesia department; for example charges for procedures done by members of anesthesia department in the Intensive Care

Doctors	Department	Date	Da
[REDACTED]	Physio	21/7	20
PATIENT CARE CENTER	Anesth	21/7	20

  

SI No	Procedure Name
1	
2	
3	
4	

  

SI No	Procedure Name	Date	
1	IAC	18/7/15	my
2	PAC	21/7/15	my
3	GA	21/7/15	my
4	AVP RW	21/7/15	my
	CVC	21/7/15	my
	TCC	21/7/15	my

Figure 1: WhatsApp image of the hospital billing chart

Unit will conveniently be shifted to intensive care team; the fee for the use of ultrasound will be transferred to radiology department, and the charges for transthoracic or

trans-oesophageal echocardiography done by consultant anaesthesiologist gets transferred to cardiology team. Thus the billing process in corporate hospitals is not foolproof despite using codes for different procedures, thereby facilitating electronic billing; a discrepancy between the work done and the revenue generated remains.

In hospitals where anesthesia department is involved in providing services in many areas, it becomes a cumbersome job for the manager to tackle this issue and to ensure that there's a record of all the services provided by the department.

We have made a BILLING group on WhatsApp. All consultants, registrars and manager are

members of this group. We take a snap of the billing sheet after we enter a procedure done by us. Even the bill for anesthesia charges in operation theatre along with the bill for PAC is snapped and forwarded to the group. (Figure 1). This way entire record is available with the manager to tally the total charges done by the billing department with our records and to detect any errors and omissions.<sup>2</sup>

**REFERENCES**

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