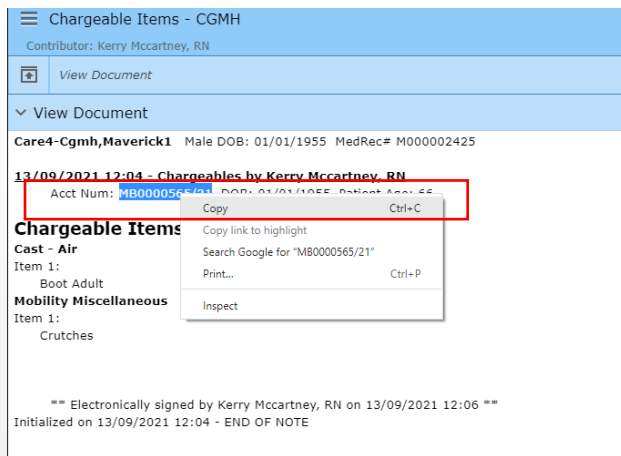


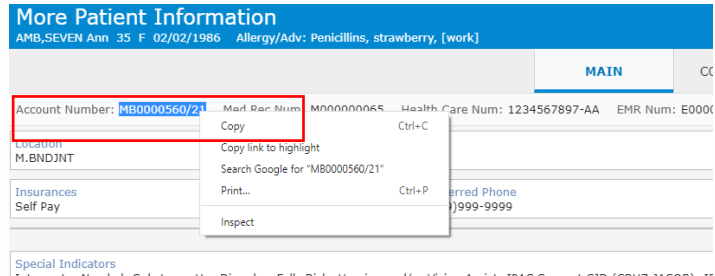
# CARE4 MODULE NAME: AMBULATORY

## Entering a Retraction for a Chargeable Item

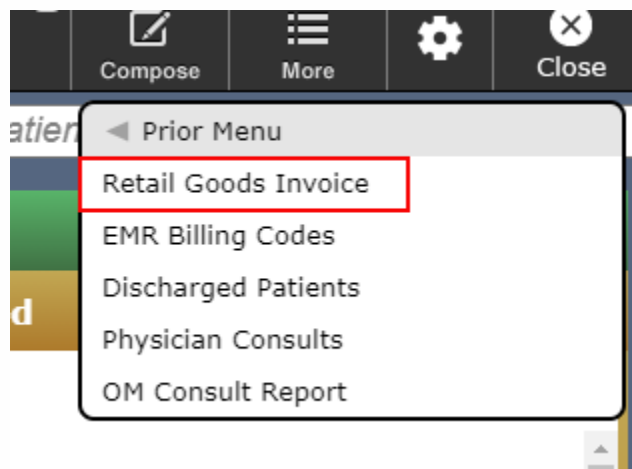
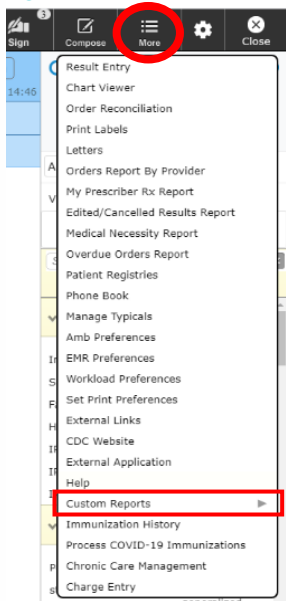
If a charge was entered in error the finance team needs a notice that the charge needs to be retracted. This is done through the “Retail Goods Invoice” report screen. You need copy the account number associated with the visit.



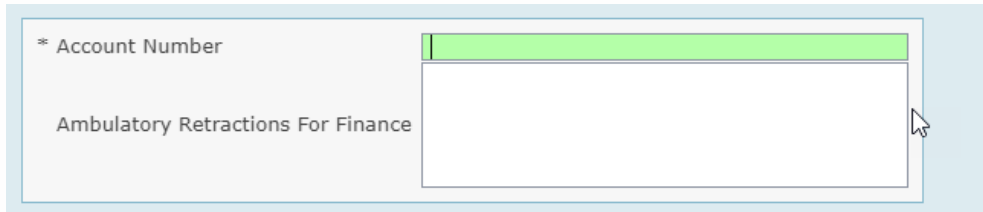
Click on the *i* icon in the right corner or the reference region to open the patient information overlay and copy the account number from there.



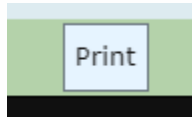
After you copy the account Number you then go to the “More” menu on the top right in the black navigation bar. You then click on “Custom Reports”, and then click on “Retail Goods Invoice”



You then paste the account number into the account number field. Add information regarding the item that was charged incorrectly into the “Ambulatory Retractions For Finance” field. This will generate an email to Finance who will retract the charge from the patients account.



Once all details are entered, click “Print” located in the bottom of the “Retail Goods Invoice” screen



A copy of what that will now look like is provided below.

MB0000579/21  
M000003894  
Cgmh, Cynthia  
22-208 North Street  
Wasaga Beach, ON L9Z 1P6  
CAN  
M.ORTHO  
CGHAMB

Collings, Darryl Edward

Name	Qty	Amt
Aircast Boot Adult	1	135.00
Reacher Sammons 26	1	0.00

Total: 135.00

Ambulatory Retractions For Finance  
cast boot

**NOTE:** The charge will not be retracted on the invoice provided to the patient. The charge will be retracted by finance at a later time.

**Alternative method of printing the “Retail Goods Invoice”, you will need to follow these steps.**

Copy the account number, go “Return To”

Click on the “Main Menu”, this will take you back to where you started. Then follow the pathway in green.

The screenshot shows a software interface with a top navigation bar containing 'Return To', 'Home', and 'Workload'. Below this, there are several menu items: 'Clinical Home Screen', 'Scheduling Grid - Urgent Stress Clinic', and 'Main Menu: \*\* TEST \*\* Care4 (ROV TEST - TEST) Job: Z.BUILDTEAM ProviderType: Registered Nurse'. A red box highlights the 'Return To' button and the 'Main Menu' item. Below the 'Main Menu' item, there is a 'Workload' section with a list of categories: Clinical, Administrative, Ancillary, Financial, Ambulatory, Info Systems, Message/Task System, CGMH Reports, GBGH Reports, HHCC Reports, RVH Reports, Change Your User's PIN, and Enter/Edit Temporary Location. A dropdown menu is open for 'Ambulatory', showing options: Billing Clerk, Office Staff, Scanning Desktop, OV Results, Co-Signer Assignment, Reports, Custom Reports, Dictionaries, Manage Pregnancies, and Clinical Home Screen. A red box highlights the 'Retail Goods Invoice' option in this dropdown. A green box highlights the 'Ambulatory' menu item and its sub-items: 'CGMH Reports', 'GBGH Reports', 'HHCC Reports', and 'RVH Reports'.

Input the account number and what is to be retracted.

\* Account Number

Ambulatory Retractions For Finance