

Freedom of Information Request	FOI 23-375-01	11 October 2023
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Your request

You requested the following:

1. Can I just check that you have attached the correct policy? The one I received covers recovery of overpayments to staff, but my request was regarding recovering treatment costs from patients.

Our response

1. We do not have a specific policy on recovery of patient treatment cost. However, please refer to the attached 'Financial Control Procedure for Accounts Receivable', which covers our recovery process under section 7.4.

All debt, regardless of classification, follows the same procedure if they remain unpaid and no repayment agreement has been reached after 56 days.