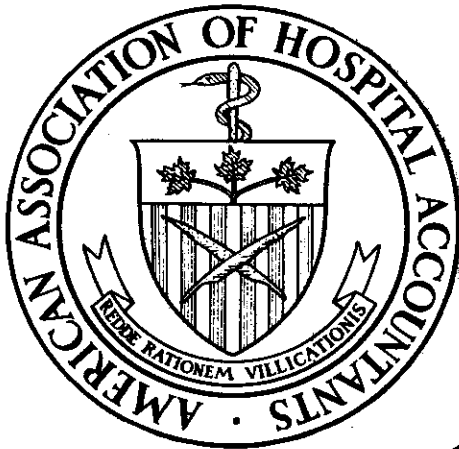


FEB 28 1962

WASHINGTON CHAPTER  
AMERICAN ASSOCIATION OF  
HOSPITAL ACCOUNTANTS

# BULLETIN



*America's Space Age*  
**WORLD'S FAIR**



**CENTURY 21**  
**EXPOSITION**  
SEATTLE, U.S.A. 1962

\* \* \* \* \*  
\* NEXT MEETING \*  
\* FRIDAY, MARCH 9 \*  
\* CHINOOK HOTEL, YAKIMA \*  
\* \* \* \* \*

ABOUT OUR NEXT MEETING

The next meeting will be held on March 9 at the Chinook Hotel in Yakima. Start planning now to be in Yakima March 9.

Maurice Click has worked up an interesting program for us. He has planned to cover the following material:

The broad aspect of internal control with emphasis on cost control; purchasing and its relationship to accounting; depreciation and funding of depreciation. Carroll H. Johnson, claims manager for United Benefit Life Insurance Company, will report on a study made of variations in hospital charges. Sister Loretta Marie will talk on the fellowship examination and time will be allowed for the Rates Committee and the Accounting Committee of the Washington State Hospital Association to report on problems with State Department of Public Assistance and State Department of Labor and Industries.

Remember that the formal program is only part of the reason why you should attend your Chapter meeting. Of equal value is the opportunity for you to meet with your friends and informally have an exchange of ideas.

WARREN BESTWICK, CHAPTER PRESIDENT, RESIGNS

The Washington Chapter, AAHA, is saddened by the news that Warren Bestwick has resigned from office and left the hospital field. We are going to miss his leadership, sense of humor and creative ideas that have done so much to advance the goals of hospital accounting and business management. We wish him the best of success and good fortune in his new position as controller of an engineering and contracting firm.

VICTOR CAIN, DIRECTOR, RESIGNS

The Chapter has lost another valued member in the resignation of Vic Cain necessitated by his leaving the hospital field. Vic had a deep interest in the problems of the hospital industry and was always willing to accept a chapter assignment to do what he could to help solve the problem and promote the best interest of the Chapter. We wish the best of success and good fortune to Vic in his new position. \* \* \*

ABOUT OUR LAST MEETING

The meeting was held November 15 at the Doric-New Washington Hotel, Seattle. This is the second meeting we have had at the New Washington Hotel. The hotel is one of the older hotels in the city, however, it has certain charm and the service and facilities are good.

We had a fairly good turnout and I think everyone had an interesting and profitable day.

The general theme of the meeting was on admitting, which is an area we have not explored for a very long time. Admitting is an area that should have more importance attached to it than is usually the case. The impression and attitude the patient develops about the hospital begins in the admitting office; the medical and business records begin here and if any one of these is not complete and accurate, chaos can result.

In the afternoon we moved to the Benjamin Franklin Hotel where we participated in the Hospital Insurance Institute sponsored by the Washington State Hospital Association, Washington Chapter, American Association of Hospital Accountants and the Washington State Committee of the Health Insurance Council.

This was an exciting meeting offering the hospital people the opportunity to discuss commercial insurance problems with those directly concerned with the administration of the programs. As is so often the case, time seemed to run out all too quickly. However, there was lively discussion of the material that was covered.

We need more meetings like this to allow a mutual exchange of ideas. I feel we have many mutual problems to work out with the commercial carriers. The Washington State Committee of the Health Insurance Council and the commercial insurance company personnel in attendance were all enthusiastic about the meeting.

\* \* \* \* \*

REGIONAL INSTITUTE, JUNE 10-17

Mark the dates of June 10-17 on your calendar and start making plans now to attend the second Northwest Regional Hospital Accounting and Finance Institute.

This will be bigger and better than the first institute which everyone will agree was a stimulating experience. The institute will again be held at the University of Washington with activity centered in the Health Science Building on the campus. The Oregon and Idaho chapters of AAHA will co-sponsor the Institute with us.

RED FACES

We wish to publicly apologize to Sister Mary Loretta for the omission of her name from the list of chapter directors in the last bulletin. Believe me, it was not intentional, but a mix-up in communications and the weakness of involvement of the human element. However, I am confident that Sister Mary Loretta has had enough contact with people to have insight into how these things happen.

WE BELIEVE---

THE PATIENT is the most important person in the hospital;

THE PATIENT is dependent on us; our reputation is dependent on him;

THE PATIENT is not an interruption of our work-- he is our work;

THE PATIENT does us a favor when he calls;

we are not doing him a favor by serving him;

THE PATIENT is not someone to argue with, but someone to comfort;

THE PATIENT is a part of our business, not an outsider;

THE PATIENT is a human being with feelings and emotions like our own;

THE PATIENT is a person who brings his illness---it is our duty to justify his faith in us;

THE PATIENT is deserving of the most courteous and attentive treatment we can help give him.

---Author Unknown

APPLIED PSYCHOLOGY

1. Understand the delinquent patient's defenses for non-payment.
2. Give him a chance to save face by fully explaining his reason for not paying.
3. Consider what is in the back of delinquent patient's mind when he calls you regarding the account.
4. Continuous repetition of advice to pay will produce the desired result.
5. Gain and maintain the respect of every debtor.

\* \* \*

CANCELLED CHECKS CAN DECEIVE!

Would you accept \$70 as payment in full of a \$520 account? That's what one company had to do recently and next time it could be you. Here's the story:

A customer owed \$520 on an account that had become past due. Informed of the situation her husband agreed to pay \$10 a week. For five consecutive weeks he brought in his pay check in the amount of \$100 to the store. The store in turn, cashed the checks, each time retaining \$10 and giving the man a receipt for that amount and \$90 in cash. The sixth week, the man made a \$20 payment with a bank cashier's check marked "final payment in full."

The store accepted the payment but immediately contacted the man about the "error". He argued however, that, inasmuch as he had a copy of the bank cashier's check in the amount of \$20 and five cancelled checks, each in the amount of \$100 and each bearing the company's endorsement, he could prove the account was paid in full. The creditor took the case to court where a decision was rendered in favor of the debtor.

It is suggested that this situation could have been avoided had the creditor rubber-stamped the following information on the back of each check as it was cashed for the debtor:

Amount of check \_\_\_\_\_  
 Payment to (creditor) \_\_\_\_\_  
 Cash Returned \_\_\_\_\_  
 Signed \_\_\_\_\_

(--- from Collective Associated Credit Bureaus of America)

NEW CHAPTER SECRETARY

All those who have been apprehensive about chapter records can now relax. The board of directors at the last meeting, after spirited discussion, unanimously named Mr. Robert Perry, controller of The Doctors Hospital, Seattle, to fill the vacancy created by the transfer of Sister Magdalen Marie to Arizona.

NEW DIRECTORS

The following people were nominated and elected to fill vacancies on the board of directors of the Wash. Chapter, AAHA. Our heartiest congratulations to you both: Sister Patricia Francis, St. Joseph's Hospital, Tacoma; Adeline Dykes, Prosser Memorial Hospital, Prosser.

\* \* \*

NEW MEMBERS

We want to welcome the following people as members of the Washington Chapter,  
American Association of Hospital Accountants:

Myrtle M. Campbell, accountant, Good Samaritan Hospital, Puyallup  
John A. Fredricks, controller, St. Elizabeth Hospital, Yakima  
Phillip C. Stone, business manager, Providence Hospital, Everett  
Sister Mary Lucy, O.P., accountant, St. Joseph Hospital, Aberdeen  
Fred Jacot, office manager, Deaconess Hospital, Spokane

YOUR CHAPTER OFFICER AND DIRECTOR ROSTER

Bulletin Editor: Robert O. Byrnes  
Ballard General Hospital, Seattle

✓KENNETH E. SQUIER Acting President	Vancouver Memorial Hospital Vancouver
✓MAURICE A. CLICK President-Elect	Central Washington Deaconess Hospital Wenatchee
✓ROBERT E. PERRY Secretary	The Doctors Hospital Seattle
✓ROBERT W. BRADLEY Treasurer	Harrison Memorial Hospital Bremerton
✓J. DOUGLAS HOWELL Director	Deaconess Hospital Spokane
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✓ALICE W. SANDSTROM Director	The Children's Orthopedic Hospital Seattle
✓SISTER MARY LORETTA Director	Providence Heights Issaquah
✓SISTER PATRICIA FRANCIS Director	St. Joseph's Hospital Tacoma
✓ADELINE DYKES Director	Prosser Memorial Hospital Prosser

D O N ' T F O R G E T -----

NEXT MEETING

MARCH 9, 1962

CHINOOK HOTEL, YAKIMA