



STANDARD OPERATING GUIDELINE
SAN JUAN ISLAND EMERGENCY MEDICAL SERVICES
SAN JUAN COUNTY PUBLIC HOSPITAL DISTRICT NO.1

INTERMEDIX
Run Report & Billing Procedures

SOG #
107-11

Approved: Chief Jim Cole, Cady Davies

ISSUED
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REVISED
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PURPOSE: To establish a Guideline for the handling of run reports for billing to our medical billing partner(s).

Procedure: Run Reports

1. SUMMARY REPORTS FROM INTERMEDIX

- a. Every morning collect the SUMMARY REPORT from the fax machine
- b. Check to make sure all numbers are used, there are no doubles, and all runs have been submitted
 - i. Inform the medic or EMT responsible to remedy the situation
 - ii. Or e-mail support@intermedix.com to remedy
 - iii. Or make an addendum to remedy
 - iv. Report can be destroyed as needed

2. SUPPLEMENTAL DOCUMENTS IN LOCKED DRAWER

- a. Weekly or when needed gather documents fro locked drawer
- b. Make sure each has a bar code sticker and all documentation is appropriately stapled in a bunch
- c. Send to Intermedix
 - i. Attn: Nina Patel, 7750 Pardee Lane, Oakland, Ca, 94621

3. PINK BILLING SHEETS

- a. At end of month gather pink billing sheets
 - i. Make sure all runs have corresponding pink sheets
 - ii. If number is missing inform on-call medic to remedy
 - iii. Put in numerical order and place drawer in appropriate month's folder
- b. Add all fixed Wing flights to the Fixed Wing flight Excel spread sheet

4. MONTHLY BILLING REPORTS FROM MORI MORIUCHI

- a. Double check that all fixed wing flights have been billed correctly
 - i. Using the Island Air Ambulance Transport Excel spread sheet

5. **CHECK REPORTS ON INTERMEDIX WEBSITE**

- a. Go to www.intermedix.com and open account
- b. Make sure all runs billed by IAA are billed correctly

6. **TRIPTIX ADMINISTRATION**

- a. To Delete runs off of Tough books
 - i. Tools – Log in as Administrator – pin 77084
 - ii. Select runs to delete
- b. To Restore Failed Runs – (if one is missing)
 - i. Tools, Log in as Administrator, pin 77084
 - ii. Restore Failed Runs
- c. Other Administrator Duties
 - i. Ctrl, ALT, Delete, pin IMX911