

74507 Deposit and Refund Policy

(a)

The referral agency shall give a written receipt to each client from whom a deposit is received. Only one deposit or prepayment fee of any kind shall be collected by the agency from a client. If a patient is placed in a health facility, the deposit or prepayment fee shall be applied to the total fee to be paid by the client to the referral agency.

(b)

If the client making a deposit on a fee for referral fails to effect placement in an appropriate health facility, the referral agency shall, upon demand therefor, repay the amount of the deposit to the client. A clause to this effect shall be inserted in all client contracts and deposit receipts.

(c)

If, within seven days of admission a client is dissatisfied with the health facility to which he was referred; and if such dissatisfaction is the direct result of an inappropriate placement by the referral agency, the agency shall refund the full amount of all deposits, prepayments and fees previously collected from the client for the referral, upon receiving verification of the patient's discharge or transfer to another facility.