

## ABSTRACT

Nabiilah, Dewi Muftin. 2013. THESIS. **“The Analysis of Receivable Management System of Hospitalized Patients in Dr. Saiful Anwar General Hospital (RSUD), Malang”**.

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Key Words : Receivable Management, Receivable Cycle, Hospital Receivable.

Receivable is an important element and needs a good policy in its management. Patients' receivable is the current asset of a hospital. The characteristics of this receivable is “liquid” enough, which means that if a patient pays his obligation on time without any delay, the hospital management is then considered successful in keeping sustainability of working capital which can be used for the hospital viability. The purpose of this research is to examine the system and management of hospitalized patients in Dr. Saiful Anwar Malang General Hospital (RSUD).

This research is an analytic descriptive research with direct observation in the running system and interview which is carried out with the people involved and hospitalized patients. The research methodology used is a qualitative research methodology.

The research result shows that the application of management system of hospitalized patients in Dr. Saiful Anwar General Hospital (RSUD), Malang, begins from the pre-admission step. The hospital collects many information of the prospective patient. In the admission step, there is an explanation of applicable rules and granting advances. Then, in treatment phase, hospital includes costs for all actions into the patient's account. In the phase of account regulation, the hospital collects financing record. Besides, if the patient cannot afford to pay the cost, he/she can make petition waivers. In the billing phase, RSUD Dr. Saiful Anwar Malang will do the process of billing to the East Java Provincial Health Office as a guarantor or individual. In the account closing phase, the time of the bills payment or removal bills occur. The cause of receivable is the tardiness of the debtor in paying the bills and disobedience toward the rules which have been fixed. As suggestions for the hospital, they should create an intern policy dealing with receivable and short bureaucracy to facilitate patients.