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FOR IMMEDIATE RELEASE

HOSPITAL BILLING SYSTEM

QUINCY, CA, October 1, 2009 – Officials at Plumas District Hospital have uncovered an anomaly in the Hospital Information System after fielding several calls from patients who stated they had never received billing statements. During PDH's monthly statement printing process, a software anomaly randomly omitted the names of some patients with account balances. In a typical month, Plumas District Hospital generates approximately 2,000 statements. Less than one half of one percent of patient accounts was affected. The omissions were indiscriminate. There was no correlation among those patients who did not receive statements.

Plumas District Hospital is working with software company representatives to immediately correct the anomaly. In the meantime, a process of tracking and double-checking statements has been implemented.

If you have been contacted by our partner billing-agencies, you are encouraged to work directly with them. If you feel that you should have received a statement recently, but have not, please contact the Plumas District Hospital Patient Financial Services department at 283-7997.