



Hidalgo County Health and Human Services Department

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Iván Meléndez, M.D., M.B.A.
Health Authority / Chief Physician

Eduardo Olivarez
Chief Administrative Officer

Oct. 18, 2013

Summary of Sept. 25, 2013 Remittance Report Discrepancy:

After investigating and gathering information from the staff involved that completed the remittance report in question, the following was the outcome.

The clerk in charge of the cash box at the time of the money exchanged states that she noted the amount of ones, twenties, and quarters that were in the money box before providing change from a fifty dollar bill to a client. The charge for the service provided to the client was \$35.00; however, the clerk states she mistakenly issued all the one dollar bills that remained in the money box to the client. The error went unnoticed due to the clerk's error in placing \$30.00 for the receipt issued to the client instead of the \$ 35.00 in the Cashiers Daily Close-Out Report (see attached copy).

After reviewing all of the documentation of this incident from all the staff involved, the department will be re-evaluating staff performance to conduct re-training in areas of need; and to further avoid recurrence of similar incidents in the future.

Respectively,

Eduardo Olivarez,
Chief Administrative Officer

Mike Escaname

From: Mike Escaname <miguel.escaname@mail.hchd.org>
Sent: Friday, October 18, 2013 9:04 AM
To: crystal.cavazos@auditor.co.hidalgo.tx.us
Subject: Fwd: Follow Up Client Call

Crystal,

fyi,

----- Original Message -----

From: "Lydia Serna" <lydia.serna@hchd.org>
Sent: 10/18/2013 8:57:26 AM
To: eddie.olivarez@hchd.org
Cc: "Mike Escaname" <miguel.escaname@hchd.org>
Subject: Follow Up Client Call

Mr. Olivarez,

This is to inform you that a courtesy call was made on 10-17-13 to the client that was part of the money exchanged on 9-25-13. The client denied any discrepancy in the money exchange on the day of his visit to the clinic. Thank you.

The Fruit of the Spirit is Love, Peace, Patience, Kindness, Goodness, Gentleness and Self-Control (Galatians 5:22-23)

Lydia Serna

Director of Nursing

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