

## Billing

Written by WVSU Medical Center

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### VISION

To provide a fast, reliable and accurate billing system to ensure quality customer service.

### MISSION

The Billing committed to be:

**C – Competent.** Able to deliver tasks expected of us because of our skills, knowledge and experience.

**O – Organized.** Organized billing process from gathering of hospital charges to releasing of outputs.

**M – Motivated.** We are driven to carry out tasks the best way we can.

**P – Patient-first.** We strive to deliver the best to our clients. They are our priority.

**A – Accommodating.** To facilitate clients' billing needs and requests without hesitation.

**S – Systematic.** Follow instruction protocols for data processing to ensure smooth satisfaction.

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**S – Service Oriented.** We strive to anticipate and meet the needs of our clients.

**I – Involved.** Effectiveness of the system is built on collective strength – valuing each employee’s contribution.

**O – Objective.** Conflict resolution and decision-making process is done in an unbiased manner.

**N – Neutral.** Everyone is treated equally and with respect.

**A – Accurate.** We strive to provide correct billing information to all clients.

**T – Timely-response.** We strive to produce outputs within the allotted time period.

**E – Efficient.** To accomplish tasks successfully while being cost-effective at the same time.

## OBJECTIVE

The Billing Section aims to:

- Provide accurate billing statements to all clients within the allotted time period.
- Provide client-friendly environment to all transacting customers.
- Cater to client requests and concerns the best way possible.

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