Human Resources: Outsourcing

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[Include any grant/funding information and a complete correspondence address.]

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Date: October 22, 2019

To: **Dr. Preston Burke, MBBS, MCPS, FCPS, DCPS-HPE, MCPS-HPE**

Director Hospital and Administrator, CDA Hospital, Florida

From: Peterson Jordan, Paramedic, CDA Hospital, Florida

Subject: Delays in Medicare reimbursements

Medicare, as a social welfare program, alleviates the suffering of the nation’s most vulnerable segment (Gellad, 2015), and our hospital is a leading advocate and supporter of this relief assistance. Due to administrative issues and inevitable problems in logistics, several patients who have been discharged from the hospital, formed a group the previous week and protested in front of the emergency reception. This caused a lot of difficulties receiving the seriously wounded and directing them towards the triage.

The cause of the protest was the continual delay in the Medicare reimbursements of the discharged patients. They opined that even after multiple visits to the hospital administration, the reimbursement process is still very slow, which costs them additional money along with the time cost.

To avoid future demonstrations and protests, I would like to suggest launching an online portal linked to the hospital's official website, which posts elaborate yet confidential information about the patients who are discharged from the hospital but still have to receive their Medicare reimbursement. This portal would be designed with an effective and user-friendly interface as a majority of the patients fall in the upper brackets of the age. This portal will also survey the patients' perceptions about the hospital administrative capacity, which will assist the consistent reporting and analysis of the hospital's progress. A recently conducted study, which gauged the patients’ willingness for registering on an online portal concluded that majority of the treatment group registered on the portal during the first week of its launching (Kipping, 2016) The survey also depicted that the patients experienced an elevated sense of self-determination and liberty.

It is therefore suggested that an online portal must be launched effective immediately that should solve any problems faced by patients waiting to be reimbursed as a policy of Medicare. Kindly reach me at petersonjordancdahospital@gmail.com if I can be of further assistance.

References

Gellad, W. F. (2015). Dual-use of Department of Veterans Affairs and Medicare benefits and use of test strips in veterans with type 2 diabetes mellitus. *JAMA internal medicine*, 26-34.

Kipping, S. S. (2016). A web-based patient portal for mental health care: benefits evaluation. *Journal of medical Internet research*, 294-296.