



# Reversing a Hospital Invoice

**For an invoice that has been incorrectly billed or needs to be reversed by way of a journal entry. Navigate to the required patient using number 1 or 2 below**

1. Select **Patient** tab in the left-hand menu
  - a. Search for the required patient using the field in the top right
  - b. Double click on required patient
  - c. Navigate to the **Episodes** tab across the top of the patient record
2. Select **Appointments** tab in the left-hand menu
  - a. Search for the required patient using the field in the centre at the top or
  - b. Use the calendar to navigate to the episode date
  - c. Once the patient has been located, right-click on their appointment & select **History**
3. Ensure that the correct episode is selected from the list at the top
4. Ensure that the correct invoice is selected from the information for that admission (***NB this is important if there are multiple invoices for the one episode***)
5. Use the **Invoice Options** drop-down on the left of the screen
6. Select **Reverse Invoice**  

7. The **Reverse Invoice** window will appear. Click on the invoice that you wish to reverse & it will turn a light shade of blue
8. Click the **Reverse Invoice** option  

9. The invoice will continue to show in the episode; however it will now be followed by the journal adjustments that have just been performed to reverse it & zero it out  
