

The Clinic Profitability & Revenue Leak Audit

Discover exactly where your practice is losing money every day through manual billing errors, and how to plug the leaks.



Why Take This Audit?

Most Sri Lankan clinics running on paper ledgers or basic spreadsheets lose between 5% to 15% of their total daily revenue. This happens not through thieves, but through busy peak-hour mistakes: forgotten minor procedure charges, uncollected balances, and inventory handed out without billing.

How to use this scorecard

Answer the following 6 questions honestly. Check [Yes] or [No] for each item based on how your front desk operates during your busiest hour.

Audit Question	Yes	No
1. Instant Communication: When a doctor performs an extra minor procedure (e.g. an injection, small dressing, dental procedure, etc.), does the reception know about exactly what to charge instantly without the doctor having to write it down or shout it out?		
2. Zero Calculation Errors: During a rush of 5+ patients waiting to pay at once, is your reception staff able to generate total bills without ever using a manual calculator ?		
3. Accurate "Dues" Tracking: If a regular patient promises to pay a remaining Rs. 5000 balance next week, is there a foolproof, un-erasable system that will alert the receptionist next time that specific patient walks in?		
4. Linked Inventory: When pharmacy or consumable items are handed out, are they automatically deducted from stock only when the final invoice is paid?		
5. Multi-Payment Visibility: Can you see exactly how much revenue was collected via Cash, Credit Card, and Bank Transfer at a glance at the end of the day?		
6. Instant Daily Closing: Does your reception staff typically finish tallying the daily cash and reconciling the ledger in under 5 minutes when the clinic closes?		

Your Results

Count how many times you answered "No" to the questions above.

0-1 "No"s: Excellent. Your clinic runs a tight ship and revenue leakage is minimal.

2-6 "No"s: You are leaking revenue. Manual mistakes, forgotten minor charges, and slow ledger tallying are actively costing your clinic money every day.

Stop the leaks with BISTEC Care.

Our Automated Daily Summaries and Doctor-to-Reception direct billing ensure you never miss a charge.

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