

# OREGON STATE HOSPITAL

PORTLAND – SALEM

## POLICIES AND PROCEDURES

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SECTION 4: Fiscal

POLICY: 4.015

SUBJECT: Retail Services for Patients

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POINT PERSON: BARB PFALTZGRAFF  
DIRECTOR OF REHABILITATION SERVICES  
DEPARTMENT

APPROVED: GREGORY P. ROBERTS  
SUPERINTENDENT

DATE: FEBRUARY 7, 2013

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### I. POLICY

It is the policy of Oregon State Hospital to provide patients access to snacks, personal grooming supplies, and other items not available for general use. The Rehabilitation Services Department provides retail services for patients. These services are sometimes referred to as canteens, markets, or The Corner Store. The Director of Rehabilitation Services Department has overall coordination responsibility for all retail services operations.

- A. Each item sold by the Oregon State Hospital retail service shall carry a uniform rounded selling price of no more than 25% markup, with some exceptions for diabetic snacks.
- B. All purchases shall follow Department of Administrative Services and Oregon State Hospital policies and guidelines.

### II. PROCEDURES

- A. A nominal amount of change, up to \$300, is authorized to be retained by the retail service. The amount shall be recorded in the Business Office. Any adjustments to the amount of change needed shall require preparation of a new deposit or withdrawal slip.
- B. Inventory and reporting: A monthly inventory is required to provide accountability for merchandise and supplies.
  - 1. The inventory is attached to the Monthly Retail Services Financial Statement, which shall be prepared and submitted to the Business Office not later than the end of each month.

2. The Business Office shall complete their audit of financial statement and inventory within two weeks of submission and shall advise of any discrepancies.
- C. All monies from the sale of merchandise (except for the authorized "change" reserve) shall be deposited in the Business Office daily, or the next business day, during normal business hours.
  - D. All documents associated with the operation of canteens shall be kept in the Retail Services Office in a neat and understandable manner for the period of time required by law. These documents are subject to internal audit by the Business Office, and to formal audit by the Secretary of State Division of Audits. The Business Office may be contacted for any required training of staff in the records keeping process or to answer any questions. Any deviation from the provisions of this policy and procedure must be approved by the Superintendent or his designated representative.