

Del Amo Hospital

Section 96051.9 - Discharge Notice

(a) Written notices provided in accordance with Health and Safety Code section 127410(a) and (b) shall comply with the following requirements:

(1) Be provided to patients in hardcopy format.

(2) Meet general accessibility standards, pursuant to section 96051.1.

(3) Include the following content:

(A) Information on the availability of discount payment and charity care programs and how to apply.

(B) Information on where the patient may access the hospital's discount payment and charity care policies.

(C) Eligibility information.

(D) Contact information for a hospital employee or office where the patient may obtain more information.

(E) Internet website for the hospital's list of shoppable services.

(F) Statement on the Hospital Bill Complaint Program, pursuant to section 96051.3.

(G) Information on Health Consumer Alliance, including the following statement:

**Help Paying Your Bill**

There are free consumer advocacy organizations that will help you understand the billing and payment process. You may call the Health Consumer Alliance at 888-804-3536 or go to [healthconsumer.org](http://healthconsumer.org) for more information.

(b) Hospitals shall maintain a contemporaneous record that written notice required under Health and Safety Code section 127410(a) and (b) was provided to the patient and retained in accordance with the hospital's record retention requirements outlined in state and federal law.

Cal. Code Regs. Tit. 22, § 96051.9

Note: Authority cited: Section 127010, Health and Safety Code. Reference: Section 127410, Health and Safety Code.

1. New article 3 (sections 96051.9-96051.11) and section filed 11-1-2023; operative 1/1/2024 (Register 2023, No. 44).