California Charity Pay/Financial Statement Patient Discharge Paperwork

There are regulatory changes required in California to inform patients in writing about how they can get help paying their bills, charity applications. The follow section will display on Patient Discharge Instructions (ED and IP/OBS) for facilities in California:

<u>**Uninsured Discount and Charity Care Notice**</u>

Attention Patients:
Do you need help paying your bill? You may qualify for financial assistance. If eligible, **[Facility Name]** has a program to assist uninsured and/or low-income patients with payment of hospital bills. For more information, please call our Patient Access Team at **[Facility Specific Phone Number]**.

Charity Care and discounted Payments:
[Facility Name] provides discount payments and charity care for financially qualifying patients. If you are uninsured or underinsured, you may qualify for financial assistance in accordance with the hospital's discount payment and charity care policies. For more information on financial assistance, help paying your medical bills, or to review our Charity Policy, please visit:
https://temeculavalleyhospital.patientsimple.com/guest/#/articles/index?sid=Financial-Assistance_Help-With-Your-Medical-Bills. **[URL will be Facility Specific]**
For a list of the hospital's shoppable services, visit: https://www.swhtemeculavalley.com/patients-visitors/pricing-guide. **[URL will be Facility Specific]**

How to Apply or for more information:
Please contact:
Patient Access Team at **[Facility Specific Phone Number]**
OR
Central Business Office at (866) 221-0601

Hospital Bill Complaint Program:
The Hospital Bill Complaint Program is a state program, which reviews hospital decisions about whether you qualify for help paying your hospital bill. If you believe you were wrongly denied financial assistance, you may file a complaint with the State of California's Hospital Bill Complaint Program. Go to HospitalBillComplaintProgram.hcai.ca.gov for more information and to file a complaint.

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 [Constant] or go to healthconsumer.org for more information.

ATTENTION: If you need help in your language, please call **[Facility Specific Phone Number]** or visit the Patient Access Services Department. The office is open Monday through Friday from **[Hours of Operation are site specific]** and located at **[Facility Specific Address]**. Aids and services for people with disabilities, like documents in braille, large print, audio, and other accessible electronic formats are also available. These services are free. Please call the Patient Access Team at **[Facility Specific Phone Number]** for access to interpreter language services.

The Facility specific information will display the following items:

Temecula
Charity Policy URL
https://temeculavalleyhospital.patientsimple.com/guest/#/articles/index?sid=Financial-Assistance_Help-With-Your-Medical-Bills
Price Guide URL
https://www.swhtemeculavalley.com/patients-visitors/pricing-guide
Patient Access Phone #: 951-331-2290
PMLocAttribute: Operating Hours
Patient Access Operating Hours: 5am – 5pm

Rancho
Charity Policy URL
https://southwesthealthcare.patientsimple.com/guest/#/articles/index?sid=Financial-Assistance_Help-With-Your-Medical-Bills
Price Guide URL
https://www.southwesthealthcare.com/patients-visitors/pricing-guide
Patient Access Phone #: 951-696-6000, ext. 6217
PMLocAttribute: Operating Hours
Patient Access Operating Hours: 8am – 5pm

Inland
Charity Policy URL
https://southwesthealthcare.patientsimple.com/guest/#/articles/index?sid=Financial-Assistance_Help-With-Your-Medical-Bills
Price Guide URL
https://www.southwesthealthcare.com/patients-visitors/pricing-guide
Patient Access Phone #: 951-677-1111, ext. 8165
PMLocAttribute: Operating Hours
Patient Access Operating Hours: 8am – 5pm

Corona
Charity Policy URL
https://coronaregional.patientsimple.com/guest/#/articles/index?sid=Financial-Assistance_Help-With-Your-Medical-Bills
Price Guide URL
https://www.swhcoronaregional.com/patients-visitors/pricing-guide
Patient Access Phone #: 951-736-6256
PMLocAttribute: Operating Hours
Patient Access Operating Hours: 830am – 330pm

Palmdale

Charity Policy URL

https://palmdaleregional.patientsimple.com/guest/#/articles/index?sid=Financial-Assistance_Help-With-Your-Medical-Bills
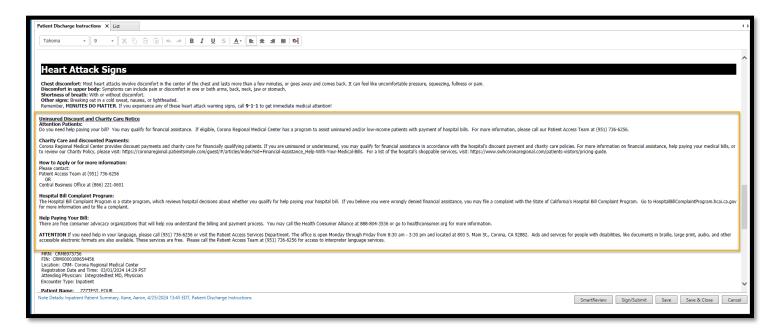
Price Guide URL

https://www.swhpalmdaleregional.com/patients-visitors/pricing-guide

Patient Access Phone #: 661-382-6945

PMLocAttribute: Operating Hours

Patient Access Operating Hours: 8am – 430pm

Inpatient/Observation Patient Discharge Instructions:

Patient Discharge Instructions screen showing:

Heart Attack Signs

Chest discomfort: Most heart attacks involve discomfort in the center of the chest and lasts more than a few minutes, or goes away and comes back. It can feel like uncomfortable pressure, squeezing, fullness or pain.
Discomfort in upper body: Symptoms can include pain or discomfort in one or both arms, back, neck, jaw or stomach.
Shortness of breath: With or without discomfort.
Other signs: Breaking out in a cold sweat, nausea, or lightheaded.
Remember, **MINUTES DO MATTER**. If you experience any of these heart attack warning signs, call **9-1-1** to get immediate medical attention!

Uninsured Discount and Charity Care Notice
Attention Patients:
Do you need help paying your bill? You may qualify for financial assistance. If eligible, Corona Regional Medical Center has a program to assist uninsured and/or low-income patients with payment of hospital bills. For more information, please call our Patient Access Team at (951) 736-6256.

Charity Care and discounted Payments:
Corona Regional Medical Center provides discount payments and charity care for financially qualifying patients. If you are uninsured or underinsured, you may qualify for financial assistance in accordance with the hospital's discount payment and charity care policies. For more information on financial assistance, help paying your medical bills, or to review our Charity Policy, please visit: https://coronaregional.patientsimple.com/guest/#/articles/index?sid=Financial-Assistance_Help-With-Your-Medical-Bills. For a list of the hospital's shoppable services, visit: https://www.swhcoronaregional.com/patients-visitors/pricing-guide.

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Help Paying Your Bill:
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ATTENTION If you need help in your language, please call (951) 736-6256 or visit the Patient Access Services Department. The office is open Monday through Friday from 8:30 am - 3:30 pm and located at 800 S. Main St., Corona, CA 92882. Aids and services for people with disabilities, like documents in braille, large print, audio, and other accessible electronic formats are also available. These services are free. Please call the Patient Access Team at (951) 736-6256 for access to interpreter language services.

MRN: CRM8975756
FIN: CRM0000189654456
Location: CRM- Corona Regional Medical Center
Registration Date and Time: 03/01/2024 14:29 PST
Attending Physician: Integratedtest MD, Physician
Encounter Type: Inpatient

Patient Name: 777TEST, FOUR

Note Details: Inpatient Patient Summary, Kane, Aaron, 4/25/2024 13:45 EDT, Patient Discharge Instructions

Emergency Department Discharge Instructions:

ED Patient Summary | ED Clinical Summary

9-1-1 to get immediate medical attention!

National Suicide Prevention Hotline. Help is Available. Speak with Someone Today.
1-800-273-8255

If you or someone you know is a victim of human trafficking, call now. Get help.
1-888-373-7888

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