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# **G**oing Home

## **Cashier**

Hospital bill payments can be made to the Cashier Monday through Friday from 8:00-4:00 p.m.

## **Discharge**

Your doctor will talk with you about your discharge date. Please plan to leave the hospital by 11 a.m. on the day of discharge. If you have questions about your discharge, please ask your doctor or nurse.

## **Financial Counseling**

Financial counselors can help if you have concerns about how you will pay your hospital bill. They will answer questions about your bill and discuss payment options. If you do not have insurance, they will help you find out if you qualify for Medicaid or other assistance programs.

If you need help, please call the hospital and ask to speak with a financial counselor.

## **Nutrition Counseling**

A Registered Dietitian can talk with you to answer questions and help you plan meals. This session requires a doctor's

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## **Satisfaction Survey**

You may receive a Patient Satisfaction Survey from this hospital asking about your stay. Please fill out the survey and mail it back in the stamped envelope provided. We take pride in the quality and service we provide to you, but we know that there is always room for improvement. We will consider your comments and respond to areas that need attention. Thank you for helping improve our hospital.

## **Scheduling Outpatient Services**

After you leave, you may need to return for outpatient follow-up visits. Sometimes these appointments are made for you before you leave the hospital. If not, you may call the hospital operator at (414) 555-5555, who will connect you to the correct department.

## **Your Hospital Bill**

We will submit your bills to your insurance company. If they do not pay the entire claim, you will be asked to pay the balance in full.

Please keep in mind that you will receive separate bills from doctors who treat you while you are in the hospital. In some cases, you may receive bills from doctors who have been asked to review your test results, even though you did not see the doctor in person. Pathologists, radiologists, cardiologists, and other specialists will bill you separately from your hospital bill.

If you have questions about any bill, please call the number printed on your bill.

All payments are due in full by the date printed on your bill. If you need special arrangements, please call (800) 555-5555 for help with billing or payment.