

DEKALB REGIONAL HEALTH SYSTEM

2701 North Decatur Road
Decatur, Georgia 30033

PRB-3131.01

DeKalb Medical at North Decatur
 DeKalb Medical at Downtown Decatur

DeKalb Medical at Hillandale
 DeKalb Medical Physicians Group

FINANCIAL RESPONSIBILITY OF PATIENTS

I. POLICY:

- A. The patient (or guarantor) is responsible for paying their bill, in full, at the time of discharge. DRHS (the System) will assist the patient in developing an acceptable method of payment on or before the time the patient is admitted.
- B. The patient will be required to sign a financial agreement form in order to acknowledge understanding of all financial requirements.
- C. The System will accept assignment of valid insurance (Commercial/Managed Care, Blue Cross and governmental assisted programs), in lieu of immediate full cash payment. Payment of deductibles, coinsurance or other patient responsibility will be due at the time of discharge. The insurance company will be billed no later than 5 days after discharge.
- D. Payment by Visa, MasterCard, American Express or any other approved charge cards is acceptable to the System.
- E. Two party checks made payable to the patient and the System which are properly endorsed by the patient will be accepted by the System.
- F. Cash and personal checks will be accepted as payment.
- G. Payments in advance of the expected date of admission are encouraged and accepted by the System.

II. PROCEDURE(S) FOR IMPLEMENTATION:

- A. DeKalb Medical Center will institute educational processes for staff physicians in an effort to elicit their cooperation in early notification of an elective admission. All DMC physicians will be informed of our collection policy and will receive official notification of changes in that policy. DMC reserves the right to refuse elective admission to any patient who does not complete adequate financial arrangements.
- B. All newly hired personnel, as part of their orientation, will be given instruction regarding patient's responsibilities for paying their bills.
- C. A section pertaining to payment responsibility will be incorporated into the Patient Information Booklet; this booklet will be issued to each patient and, if necessary, discussed with the patient, at the time of admission.
- D. Balances due from insurance companies will be communicated to the patient or guarantor.

DMC may supply the patient or guarantor information by letter (with a copy to the insurance company) indicating the patient is now responsible for the total balance due.

- E. Employees of the System have the same financial responsibility when they receive services as a patient.

III. DATES:

- A. Department: Patient Access
- B. Policy Sponsor: Kenneth Robinson, Chief Financial Officer
- C. Policy Custodian: Sharina Covington, Director Patient Access
- D. Approved By: Originally formulated: May 1977 (reviewed/revised): April 2000, January 2006
DRHS Finance Committee: February 2006
Patient Access Management Team: January 2017
Administrative Team: February 2006, July 2017-no content change
- E. Effective Date: 07/27/2017
- F. Replaced Policy Date: 02/2006