

# Additional Patient Information

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## Privacy

Respect for our patients' privacy has long been highly valued at Hospital for Special Surgery, and we are committed to protecting the privacy of your health information.

If at any time you have questions or concerns about the privacy of your health information, please call the Hospital's Privacy Office at (212) 774-7500.

## Pharmacy Services

In order to facilitate your care during your stay at the Hospital for Special Surgery, we respectfully request that upon admission ***all your non-formulary prescription medications be brought with you in their original prescription vials*** in amounts sufficient to cover your expected length of stay. After you are seen at Presurgical Screening a pharmacist will call you, and based on the information you have given, tell you which medications are non-formulary and should be brought in.

While in the hospital your medications will be identified by a registered pharmacist in the hospital, relabeled and returned to the nursing unit, so that they will be immediately available if required for your therapy. Upon discharge you will receive your medications.

If you should have any questions or need to make special arrangements, please do not hesitate to contact the pharmacy department at (212) 606-1371 or (212) 606-1372.

# Language and Communication Services

To ensure your best clinical experience, HSS provides free-of-charge medical interpretation, key document translations, and communication assistance and devices. When you register for HSS Services, you will be asked your language of preference, and offered language/communication assistance. Language services are also available to assist applicants for financial aid. For additional information on HSS's Language and Communication Services call (212) 606-1760.

## Servicios lingüísticos y de comunicación

A fin de garantizar su mejor experiencia clínica, HSS proporciona interpretación médica, traducciones de documentos clave, y dispositivos y ayuda para facilitar la comunicación en forma gratuita. Al registrarse para recibir servicios de HSS, se le preguntará cuál es su idioma de preferencia y se le ofrecerá ayuda lingüística y de comunicación. También se cuenta con servicios lingüísticos para quienes solicitan ayuda financiera. Para obtener más información sobre los servicios lingüísticos y de comunicación de HSS, llame al (212) 606-1760.

## Помощь лицам, не говорящим по-английски

Для улучшения клинического обслуживания пациентов HSS предоставляет бесплатные услуги медицинского устного перевода, письменного перевода основных документов, а также помощь и технические средства общения. При записи в регистратуре HSS Вас спросят, на каком языке Вы предпочитаете объясняться, и предложат помощь в переводе и общении. Такое содействие оказывают также лицам, обращающимся с заявлением на материальную помощь. За дальнейшей информацией о помощи, оказываемой в HSS лицам, не говорящим по-английски, обращайтесь по тел. (212) 606-1760.

## Usługi językowe

Aby zapewnić właściwy przebieg kontaktów ze służbą zdrowia, HSS udostępnia bezpłatnie tłumaczenia ustne, tłumaczenia pisemne kluczowych dokumentów oraz pomoc i urządzenia techniczne ułatwiające komunikację. Podczas rejestracji w celu uzyskania usług HSS prosimy o wybór języka i oferujemy bezpłatne tłumaczenia oraz inne ułatwienia. Usługi językowe są także dostępne dla osób ubiegających się o pomoc finansową. Po dodatkowe informacje na temat usług językowych HSS prosimy telefonować pod nr (212) 606-1760.

## 語言與通訊服務

為了保證您獲得最好的醫療服務，HSS提供免費醫療翻譯、主要文件翻譯及通訊協助和設備。在您註冊使用HSS的服務時，會詢問您喜歡使用哪種語言，是否需要語言/通訊協助。也可為申請財務援助的申請人提供語言服務。欲獲得有關HSS語言和通訊服務的更多資訊，請電 (212) 606-1760。

## خدمات اللغة والاتصال

لضمان حصولك على أفضل خدمة عيادية، توفر لك شركة HSS تفسيرات طبية مجانية وترجمة للوثائق الرئيسية، إضافة إلى الدعم التواصلي وأجهزة الاتصال. عند تسجيلك في خدمات HSS، سوف يُطلب منك تحديد اللغة التي تفضلها، ليتم تزويدك بدعم لغوي/ تواصلي. كما تتوفر خدمات اللغة لمساندة المتقدمين الراغبين في الحصول على مساعدة مالية. لمزيد من المعلومات حول خدمات اللغة والاتصال التي تقدمها HSS، اتصلوا على الرقم 606 – 1760 (212).

## Dil ve leti im Hizmetleri

En iyi klinik deneyiminizi sa lamak için, HSS ücretsiz tıbbi tercümanlık, anahtar belge çevirileri ve ileti im yardımı ve cihazları sunmaktadır. HSS Hizmetlerine kaydoldu unuzda, size tercih etti iniz dil sorulacak ve dil/ileti im yardımı sunulacaktır. Dil hizmetleri, aynı zamanda, finansal yardım için ba vuruyu yapan ki ilere de yardımcı olacaktır. HSS Dil ve leti im Hizmetleri hakkında ilave bilgiler için (212) 606-1760'ı arayın.

## زبان اور گفتگو سے متعلق خدمات

آپ کو علاج کا بہتر تجربہ فراہم کرنے کے لئے، HSS مفت طبی ترجمانی، اہم دستاویزات کے تراجم، اور گفتگو میں مدد اور آلات فراہم کرتا ہے۔ جب آپ HSS کی خدمات کے لئے اندراج کرواتے ہیں تو، آپ سے آپ کی ترجیحی زبان کے بارے میں پوچھا جائے گا اور آپ کو زبان / گفتگو سے متعلق تعاون فراہم کیا جائے گا۔ مالی امداد کے لئے درخواست کرنے والوں کو بھی زبان سے متعلق خدمات فراہم کی جاتی ہیں۔ HSS کے زبان اور گفتگو سے متعلق خدمات کے بارے میں مزید معلومات کے لئے (212) 606-1760 پر کال کریں۔



## **Hospital for Special Surgery Financial Assistance Program Summary**

It is the policy of Hospital for Special Surgery (HSS) to provide care to indigent patients regardless of ability to pay. The hospital's Financial Assistance program assists patients with limited or no insurance coverage. The program is designed to assist patients who are unable to pay for their hospital services. This policy does not apply to any charges for physician professional services.

### **Eligibility Information**

A patient (or their representative) may request financial assistance prior to receiving, while receiving or after receiving care at HSS. Eligible patients must be residents of the United States. The eligibility determination shall be applied regardless of race, color, creed, sexual orientation or ethnic origin. Applications for financial assistance are administered on an individual basis, taking into consideration all of your specific circumstances and needs.

### **The Application Process**

All patients requesting financial assistance must complete a Financial Assistance Application. The applicant must provide documentation that supports their family's current level of income and available assets. All applications, supporting documentation, and communication will be treated with the highest regards for patient confidentiality. HSS may ask that you apply for public assistance (Medicaid) before granting financial assistance.

### **Financial Assistance Decision and Notification Process**

HSS uses poverty guidelines issued by the U.S. Department of Health and Human Services to determine a patient's eligibility for financial assistance. Financial assistance will be provided to patients when their gross family income is less than 400% of the Federal Poverty Guidelines adjusted for family size. If the patient's income, adjusted for family size, is more than 150% of the Federal Poverty Guidelines, the hospital may consider certain assets and liabilities of the patient when determining ability to pay.

The applicant will be notified in writing of the determination of a Financial Assistance Application within 30 calendar days of receipt of a complete application. An application is complete if sufficient information has been provided by the applicant to make a determination of the eligibility for financial assistance.

### **Appeals Process**

An applicant may request an appeal; in other words, that the hospital's decision about the patient's eligibility for Financial Assistance be re-evaluated. A written appeal must be received by the hospital within 30 calendar days of the patient's initial receipt of notification of the eligibility decision. A notification in writing of the appeal determination will be rendered within 30 calendar days of receipt of the appeal request.

### **Contacting the Financial Assistance Program**

**For more information about the Financial Assistance Program or to request a Financial Assistance Application call (212) 606-1505 to speak with a Financial Assistance Counselor.**

HSS offers free-of-charge Language Services and other communication assistance.



# EXPLANATION OF CHARGES FOR RADIOLOGY & IMAGING SERVICES

**In addition to your physician office visit**, if you have Radiology and Imaging Services, you will receive two separate bills from Hospital for Special Surgery, a bill for the technical/hospital portion of the service and a separate bill for professional interpretation by a Board Certified Radiologist.

## BILLS FOR RADIOLOGY & IMAGING SERVICES

### HOSPITAL TECHNICAL CHARGE

Equipment, Supplies and  
Technical Personnel  
The actual taking of the films.

RADIOLOGIST (M.D.)  
INTERPRETATION FEE  
NOTE – MEDICARE PATIENTS: HSS  
RADIOLOGISTS ACCEPT ASSIGNMENT

Professional Consultation and interpretation  
  
All imaging examinations are interpreted by  
a Board Certified Radiologist and a written  
report is submitted to your Physician.

If charges are not paid in full at the time of service, you will receive 2 separate bills for your Radiology or Imaging service. You will receive a bill from the Hospital for Special Surgery for the **Hospital technical fee** and a separate bill from HSS Radiologists for the **Radiologist professional interpretation fee**. Please understand that each bill must be paid separately.

For questions regarding the  
**HOSPITAL BILL** call:

#### INPATIENT SERVICES

Last name starting with A – L (212) 606-1388  
Last name starting with M – Z (212) 606-1034

#### OUTPATIENT SERVICES

(212) 606-1772

For questions regarding the  
**HSS RADIOLOGISTS BILL** call:

(866) 689-8865  
(212) 606-1975