

96051.10 Hospital Postings

(a)

Hospital postings in accordance with Health and Safety Code section 127410(c) shall comply with the following requirements: (1) Use a sans serif font. (2) Use a white background and black text. (3) Use paper that is no smaller than an 11? x 17? sheet. (4) Be designed and presented in a way that is easy to read and understand by the patient. (5) Use plain, straightforward language that avoids technical jargon. (6) Meet the language requirements outlined in Health and Safety Code section 127410(a).

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Use plain, straightforward language that avoids technical jargon.

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Meet the language requirements outlined in Health and Safety Code section 127410(a).

(b)

Hospital postings shall include the following content: (1) "Help Paying Your Bill" as a main title, followed by information about the availability of discount payment and charity care programs. (2) "How to Apply" as a titled section heading, followed by the contact information for a hospital employee or office where the patient may obtain information about discount payment and charity care policies and how a patient may apply. (3) "Hospital Bill Complaint Program" as a titled section heading, followed by the following language: 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. (4) "More Help" as a titled section heading, followed by information that there are organizations that will help the patient understand the billing and payment process, as well as the internet webpage for Health Consumer Alliance at healthconsumer.org. (5) Information on how a patient with a disability may access the notice in an accessible alternative format including, but not limited to, large print, braille, audio, and other accessible electronic formats. (6) Information on how a patient may access the notice in another language.

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payment and charity care policies and how a patient may apply.

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Information on how a patient may access the notice in another language.

(c)

Department staff shall be permitted to enter the hospital during business hours, Monday through Friday, 9 a.m. to 5 p.m., to inspect the hospital's postings.

Department staff may enter areas that are visible to the public, including, but not limited to, all the following: (1) Emergency department. (2) Billing office. (3) Admissions office. (4) Other outpatient settings.

(1)

Emergency department.

(2)

Billing office.

(3)

Admissions office.

(4)

Other outpatient settings.

(d)

Department staff may, but are not required to, inform the hospital of their findings at the time of inspection.