

December 15, 2012

Dr. Patrick Redmon, Executive Director
Health Services Cost Review Commission
4160 Patterson Avenue
Baltimore, MD 21215

Re: Fiscal Year 2012 Community Benefit Report

Dear Sir:

Attached is the Fiscal Year 2012 Community Benefit Report for Southern Maryland Hospital, Inc. ("SMH"). While the hospital is the only taxable acute care hospital in the State, we choose to file the report in order to show the community benefits provided in addition to the taxes paid.

On the eve of this report submission, Southern Maryland Hospital just completed a merger with a not-for-profit entity, *MedStar Health* representing a significant transformational moment in which the long-standing tradition of patient and community focused service and excellence in clinical care are aligned with a preeminent regional healthcare system. The new ***MedStar Southern Maryland Hospital*** begins a promising new future, building on the accomplishments of its proud 35-year history while also benefiting from experience and innovation across the *MedStar Health* system.

As our Community Benefit report reflects, SMH is committed to the health and wellness of our community. As such, we dedicate ourselves to the mission of providing quality health care that is accessible to all constituencies, and moreover remain focused on the core mission of the hospital with the investment in time, talent and resources necessary to achieve goals and sustain programs and services through ongoing strategic planning initiatives. And, to enhance the wellness of our community (as highlighted later in this report) we commit ourselves, and our resources to a diverse array of education, health screenings, and community outreach programs. This is our value proposition that upholds the hospital's mission and vision.

Hospital Demographics

Since its inception in 1977, the vision of SMH and its affiliated organizations has been dedicated to providing accessible, quality healthcare to all patients regardless of their ability to pay. The hospital provides a comprehensive range of wellness/health promotion, disease risk reduction and safety education classes, and support groups.

Southern Maryland Hospital is currently licensed for a total physical capacity of 235 beds under the Maryland regulatory system. For the Fiscal Year ending 6-30-12 there have been 16,447 admissions to the facility and approximately 91,000 outpatient visits such as emergency room visits, outpatient surgeries, psychiatric day program, clinic, and other types of services.

Community Demographics

Southern Maryland Hospital Center is located in Clinton, Maryland within the epicenter of southern Prince George's County and nearby Charles County, Maryland. The region has pressing community development and community health care needs that are complicated by a set of diverse geographic and socioeconomic factors. A detailed set of maps and charts accompanying this report which graphically depict characteristics of the population served by the Hospital accompanied by projected growth estimates by the year 2015 within the Hospital's primary service area based on zip code assessment, and summarized as follows:

1. Based on 2010 resource data, the estimated population within the Hospital's primary and secondary service area within southern Prince George's County is 429,368, and is expected to increase 1.67% by 2015. As reported by the United States Census Bureau in March 2009, the cumulative estimated population for Prince George's County was 834,560. SMH serves the needs of 42% of the county population, not to mention populations in adjacent Charles County.
2. Among the highest 5-year growth rate from 2010 to 2015 in certain segments within this population, it is estimated that females aged 35+ will represent 4% growth, adults age 65+ will grow 26%, and those in the age category 45 – 65 (a.k.a. the so called "baby boomer" generation) will grow 3%.
3. With respect to the demographic make-up of the Hospital's service area, 95% is non-Hispanic and 5% Hispanic. Segments within the non-Hispanic population are African-American 75%, Caucasian 18%, Asian 2%, and other 2%.
4. Prince George's County statistics reveal the median income for a household in the county was \$73,447. The per capita income for the county was \$32,117. About 8.2% of the population was below the poverty line. Of all the patients treated at Southern Maryland Hospital Center, 22.5% have no insurance or are enrolled in a State sponsored medical assistance program.

Gaps in Service Specialties

Responsive to the HSCRC request for a written description of gaps in availability of specialist providers to serve the uninsured in the community, the following perspective is provided:

Over a period of several years, various medical specialty practitioners as well as primary care physicians on the active medical staff within our service areas gradually began to notify the hospital that they would no longer be able to participate in emergency room call coverage for their specialty or continue to directly admit patients to the hospital. Researching the dynamics of this experience with other hospitals in our region, we found our situation was clearly not unique with respect to gaps in coverage from the available pool of providers that could potentially be drawn upon to serve the emergency service needs of the hospital. It also became apparent that

the solution other facilities gravitated to out of necessity, was to essentially contract with providers or employ them directly to ensure they secured the coverage needed.

For the specialties of Obstetrics and Gynecology, Pediatrics and Neonatology, Orthopedics, Neurosurgery, Cardiology, Urology, ENT, General Surgery, GI and Primary Care, the hospital determined that these independent medical groups encountered the most consistent trend in which their patient encounters had the potential of leading to no reimbursement or constraints on services provided. The hospital quickly came to the realization that these specialty services were critical to the continued operation of this facility as an acute care hospital offering immediate access to the full range of acute care services responsive to the needs of all segments of the patient population we serve.

Measured steps have been undertaken by the hospital to mitigate gaps in provider coverage:

1. **Hospitalist physicians:** the hospital was proactive years ago in responding to a recognized need for attending to unassigned Emergency Room admissions. Hospitalist physicians are available on a 24/7 basis fulfilling a pivotal role in filling gaps in coverage for primary care that is in such short supply in the County. According to a comprehensive study by the Rand Corporation (as elaborated below), Prince George's County has a lower per capita of primary care physicians compared with other neighboring jurisdictions.
2. **Anesthesia:** Likewise, an internal staffing model was created for anesthesia to assure optimal 24/7 obstetrical coverage.
3. **Obstetrics, pediatrics and perinatology:** The hospital employs and manages a group of house-based obstetrical practitioners, and pediatricians. With respect to the latter, in 2011 and continuing on through 2012, the hospital engaged an independent pediatric/neonatology group in a professional services agreement to provide 24/7 coverage of the newborn nursery and special care nursery.
4. The hospital underwrites specialty coverage for *Orthopedics, General Surgery, Urology, Otolaryngology, ENT, GI and Neurosurgery*, from local providers on a 24/7 basis.

Identification of Community Health Needs

SMH embraces a process for identifying the health needs of the community that follows some of the primary initiatives set forth by the *Prince George's County Health Department*. A key reference source for identifying health needs within the County continues to be a comprehensive 2009 Rand Corporation report sanctioned and funded by the Prince George's County Council (hereinafter the "*Rand Report*"), *Assessing Health and Healthcare in Prince George's County Maryland*, which addresses the many challenges of ensuring the health and well-being of the community. The *Rand Report* as a definitive reference for County needs assessment and SMH have directed its attention to a host of health concerns identified by the County Health Department and the *Rand Report* such as:

1. **Health Screening Programs (Cardiac & Diabetes):** The *Rand Report* indicated that Prince George's County residents were significantly more likely to report cerebrovascular disease, and chronic conditions such as hypertension and diabetes. SMH has been prominent in its support of community health fairs where assortments of free screening exams are provided to attendees to check for diabetes, high cholesterol, and high blood pressure. Over the course of 2012, SMH conducted more specific informational and health screening events for the local community through a Heart and Health Expo (>2,000 attendees) and a Diabetes Expo (>200 attendees).
2. **Health Screening Program for Prostate Cancer:** The Rand Report describes Prince George's County as having the second highest incidence and mortality rate of prostate cancer after Baltimore City. With high rates of prostate cancer reported in the County, SMH dedicates resources to an educational seminar accompanied by annual free screening evaluations for men in the community. In October 2012, over 55 men underwent prostate screening evaluation through the annual prostate screening event. SMH is also host to a Prostate Cancer Support Group that meets monthly.
3. **Designated Stroke Center:** Many individuals in Prince George's County have elevated risk for stroke, SMH offers a complete spectrum of emergency services through its regionally designated Stroke Center status, and this is augmented by a Stroke Support Group that meets once a month in the hospital.
4. **Support Group (Mental Health):** With substance dependence issues and dual diagnosis so pervasive in the community, SMH conducts a weekly Narcotics Anonymous and Alcoholics Anonymous support group overseen by a certified addictions counselor.
5. **Alignment with Prince George's County Health Department objectives:** Programs and services offered by SMH parallel Prince George's County Health Department initiatives and those set forward in the *Rand Report*. The process directed to identification of community need is comprehensive and ongoing, and is in consultation with Health Department leadership. Principle officers at SMH involved in the decision making process include the Chief Executive Officer, the Chief Medical Officer, the Chief Nursing Officer, the Vice President of Professional Services, the Vice President of Community Relations, and the Chief Financial Officers.
6. **Spiritual Support:** Our Chaplaincy Department provides pastoral care and support for staff and patients, and also assists community spiritual leaders and clergy who visit the hospital in matters of health, grief counseling, end-of-life concerns, and advance directives.
7. **Patient Care Advocacy:** In addition to normal duties, the Patient Relations staff provides resource to patient and their families. They conduct patient interviews and proactively visit patients throughout their hospital stay. In the primary role of a patient advocate, they document and track patient concerns and communicate issues or trends directly to senior management in nursing and hospital administration.

Community Health Services (23,000 encounters)

As a provider of services to those suffering from the effects of chronic illness, SMH is acutely aware of the benefits that prevention and early detection of disease provide to the community. This is in keeping with the *Rand Report* that identified how health behaviors can be modified to promote healthy lifestyles through ongoing education made available by health care providers in the community. The hospital and its staff have consistently focused over the years on educating the community about various resources available to them. It is thus that SMH offers a variety of free educational outreach programs and resources designed to promote community wellness.

1. **“Ask the Doctor” free community seminars:** SMH physicians and professional staff give presentations on a variety of health topics in a relaxed, welcoming environment. After the presentation, an open discussion and question and answer session takes place. By way of example, seminars have focused on:
 - a. Asthma and allergy
 - b. Bariatric Surgery & Weight Management
 - c. Stroke
 - d. Diabetes
 - e. Hip and knee replacement surgery
 - f. Osteoporosis
 - g. Alzheimer’s disease
 - h. Arthritis
 - i. Coronary artery disease

2. **Community Education Classes:** Knowledge to us is the key to helping individuals and families stay healthy, make positive lifestyle changes or manage a chronic condition. It is a vital resource to the community. In that light, SMH offers classes on a variety of subjects, including:
 - a. Heart failure management
 - b. Cardiac risk reduction
 - c. Total joint replacement
 - d. Freedom from smoking
 - e. A range of maternal child health classes covering topics such as childbirth, breastfeeding, and the first year of life.

3. **Support Groups:** Sometimes it helps people in our community to know they’re not alone with respect to health care concerns. As a professional courtesy to our community, SMH hosts an array of support groups for a range of health issues such as:
 - a. Alzheimer’s disease
 - b. Stroke
 - c. Prostate cancer
 - d. Lupus disease
 - e. Overeaters Anonymous

- f. Diabetes
 - g. Mental health & emotional well-being
 - h. Family Tree Parenting Class (weekly court-ordered class the hospital provides space for in the library).
4. **Health and Fitness programs for Body and Mind:** Community members are encouraged to take a positive step toward a healthy future by partaking of programs structured with practical application and educational components such as:
- a. Exercise for arthritic patients or help individual understand and manage diabetes or heart disease.
 - b. One important, well-established and ongoing program is the daily, “Mall Walkers” group that engages in a popular indoor cardiovascular fitness regime. There were 13,000 encounters in the Mall Walkers program in 2012.
5. **Participation in Health Programs Sponsored by Others:** Several staff members including a nurse are dispatched to participate in:
- a. Local community health fairs
 - b. Annual Charles County Fair.
 - c. Local churches and community centers, where basic health screening exams such as blood pressure, prostate screening, cholesterol, blood glucose level and other lab tests are offered.
 - d. Influenza vaccinations are also facilitated at these events during the flu season.
6. **Health Professionals Education (27,500 encounters):** It bears mentioning that SMH is strongly committed to the ongoing development and education of health care professionals from a variety of specialties. SMH is host to local colleges where students with diverse background and educational preparation in nursing, rehabilitation medicine (physical therapy, speech therapy and occupational therapy), diagnostic radiology, laboratory and phlebotomy, undergo practical clinical training or internship.

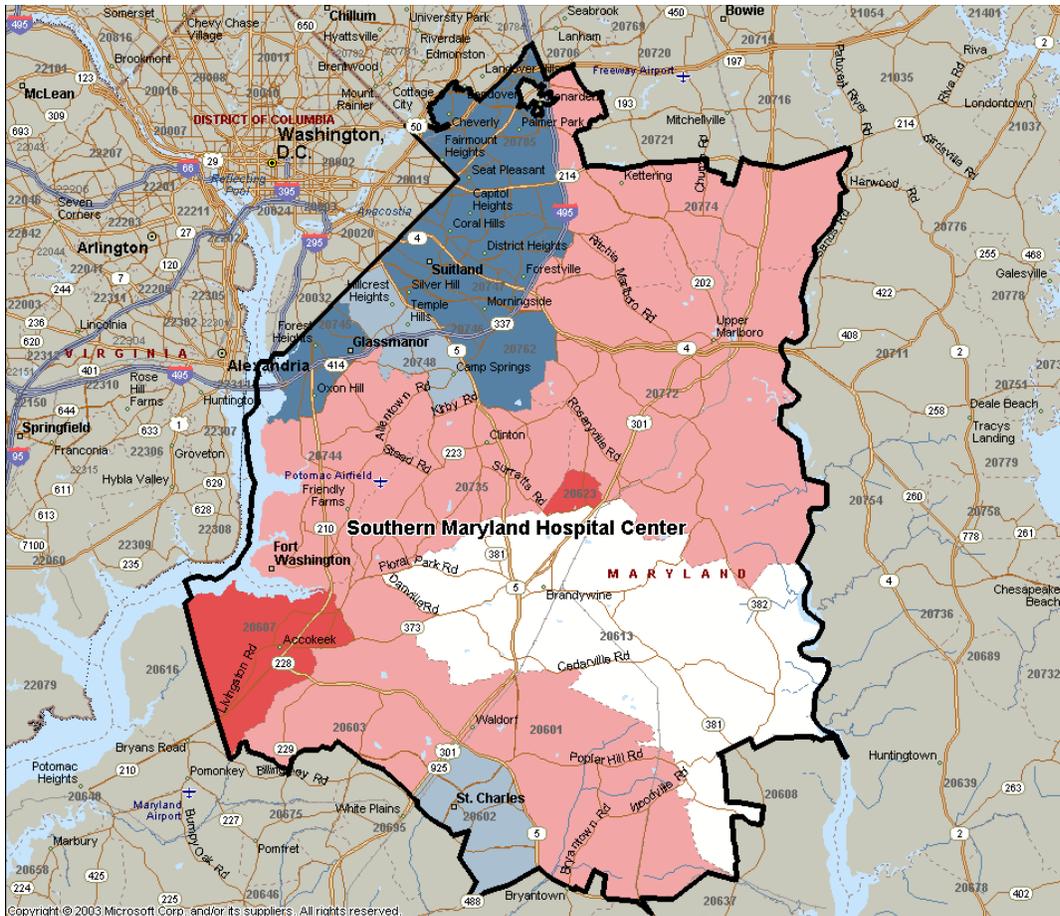
Attached is a copy of the hospital’s charity care policy. Southern Maryland Hospital Center’s mission, vision and values statement currently in place is on pages 14 – 16.

If you need any additional information, please let us know.

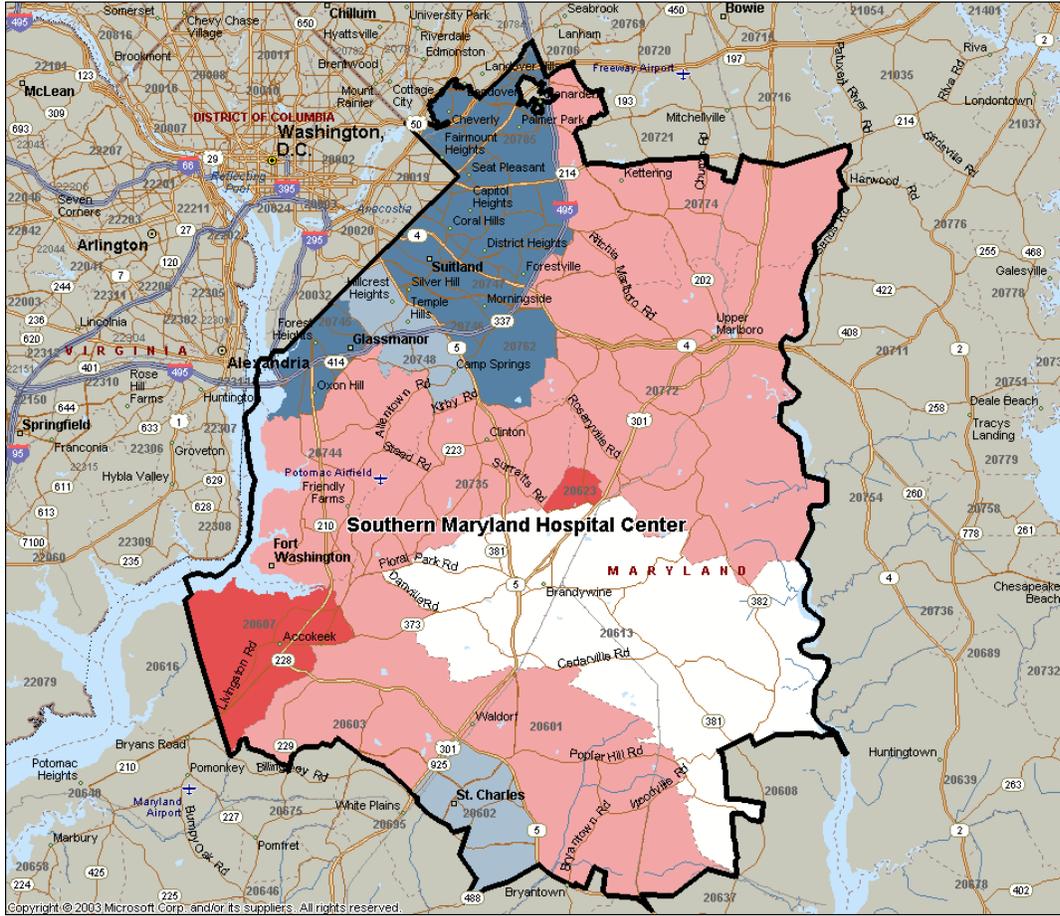
Sincerely,

Charles R. Stewart
Executive Vice President, CFO

Projected 5-year population growth 2010 - 2015

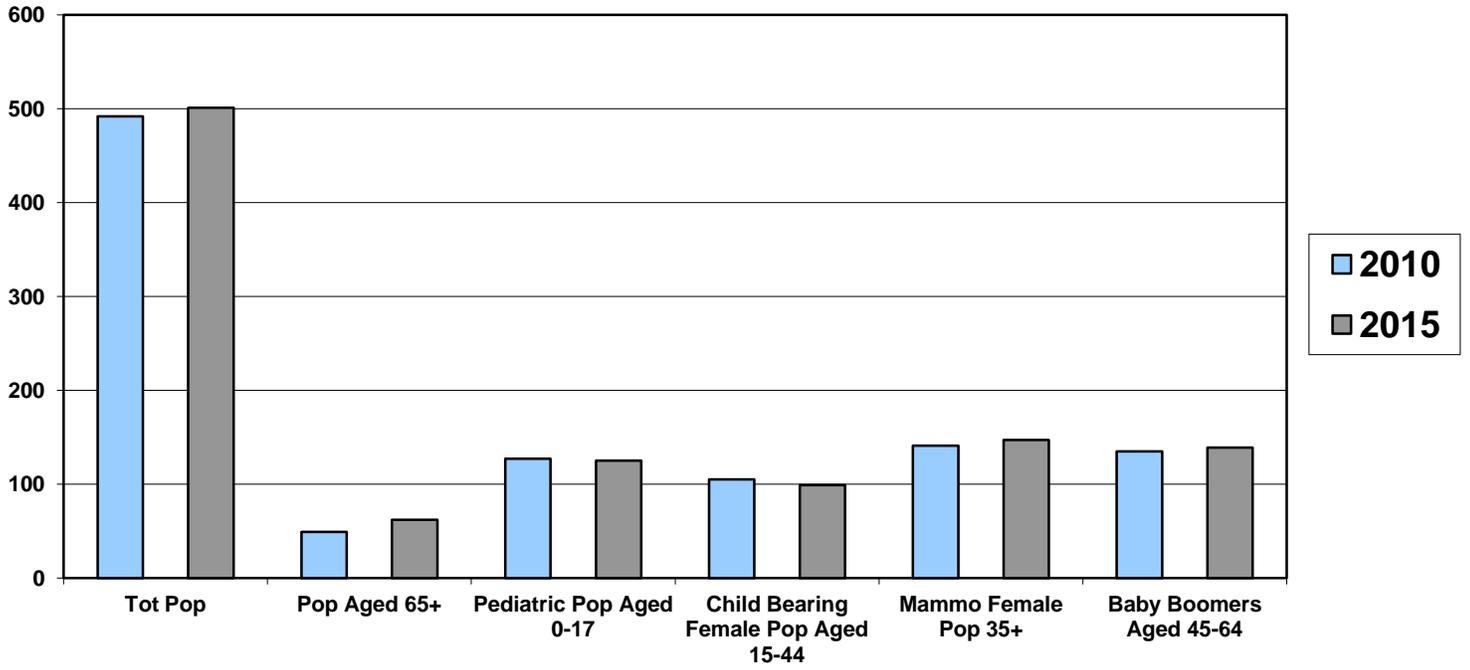


Median household income



- \$94,000 to \$105,000
- \$83,000 to \$93,999
- \$72,000 to \$82,999
- \$61,000 to \$71,999
- \$50,000 to \$60,999% to 10%

Demographics



SMHC Primary Service Area Demographics by Zip Code

Zip Code	Total Population			65+ Years Population		
	2010	2015	5-yr. Growth	2010	2015	5-yr. Growth
20601	25,645	26,790	4.46%	2,056	2,731	32.83%
20602	22,917	23,185	1.17%	1,868	2,336	25.05%
20603	28,293	30,924	9.30%	1,715	2,449	42.80%
20607	8,828	9,417	6.67%	973	1,297	33.30%
20613	10,612	11,136	4.94%	1,498	1,839	22.76%
20623	3,196	3,402	6.45%	275	405	47.27%
20735	35,939	36,784	2.35%	4,420	5,581	26.27%
20743	39,302	38,450	-2.17%	4,523	5,181	14.55%
20744	50,464	50,632	0.33%	6,092	7,619	25.07%
20745	28,199	27,655	-1.93%	2,791	3,406	22.04%
20746	28,904	28,538	-1.27%	2,684	3,262	21.54%
20747	39,778	39,582	-0.49%	3,608	4,546	26.00%
20748	36,626	35,729	-2.45%	4,477	5,192	15.97%
20762	6,677	6,310	-5.50%	27	44	62.96%
20772	42,290	44,596	5.45%	4,130	5,532	33.95%
20774	43,517	46,009	5.73%	4,705	6,236	32.54%
20785	41,181	41,428	0.60%	3,340	4,142	24.01%
Total	492,368	500,567	1.67%	49,182	61,798	25.65%

Zip Code	"Baby Boomers" 45 - 65 Years Population			"Pediatrics" 0 - 17 Years Population		
	2010	2015	5-yr. Growth	2010	2015	5-yr. Growth
20601	6,925	7,722	11.51%	6,781	6,590	-2.82%
20602	5,753	6,322	9.89%	6,409	6,082	-5.10%
20603	7,424	8,852	19.23%	8,325	8,421	1.15%
20607	2,917	3,015	3.36%	2,079	2,168	4.28%
20613	3,329	3,437	3.24%	2,496	2,541	1.80%
20623	967	1,053	8.89%	767	761	-0.78%
20735	11,039	11,229	1.72%	8,355	8,224	-1.57%
20743	9,752	9,466	-2.93%	10,721	10,280	-4.11%
20744	16,225	15,665	-3.45%	10,957	10,746	-1.93%
20745	7,294	7,029	-3.37%	7,443	7,171	-3.65%
20746	7,178	7,251	1.02%	7,846	7,562	-3.62%
20747	10,346	10,611	2.56%	10,514	10,068	-4.24%
20748	10,056	9,778	-2.76%	8,704	8,313	-4.49%
20762	853	1,062	24.50%	2,068	1,815	-12.23%
20772	12,206	12,977	6.32%	10,312	10,664	3.41%
20774	13,271	13,851	4.37%	10,406	10,679	2.62%
20765	9,328	9,720	4.20%	12,783	12,591	-1.50%
Total	134,863	139,040	3.11%	126,966	124,676	-1.80%

"Child Bearing Years"						
15 - 44 Years Female Population				35 Years + Female Population		
Zip Code	2010	2015	5-yr. Growth	2010	2015	5-yr. Growth
20601	5,821	5,709	-1.92%	7,084	7,663	8.17%
20602	5,212	4,952	-4.99%	6,197	6,512	5.08%
20603	6,502	6,708	3.17%	7,494	8,369	11.68%
20607	1,618	1,619	0.06%	2,524	2,669	5.74%
20613	1,821	1,775	-2.53%	3,177	3,325	4.66%
20623	684	656	-4.09%	889	971	9.22%
20735	7,040	6,579	-6.55%	11,026	11,399	3.38%
20743	8,501	7,776	-8.53%	11,047	11,057	0.09%
20744	9,878	9,226	-6.60%	15,540	15,942	2.59%
20745	6,278	5,722	-8.86%	7,951	8,113	2.04%
20746	6,600	6,045	-8.41%	8,219	8,489	3.29%
20747	9,144	8,337	-8.83%	11,418	11,771	3.09%
20748	7,683	6,876	-10.50%	11,291	11,340	0.43%
20762	1,613	1,403	-13.02%	903	952	5.54%
20772	8,615	8,328	-3.33%	12,053	12,833	6.47%
20774	9,000	8,808	-2.13%	13,565	14,537	7.17%
20765	9,321	8,766	-5.95%	10,520	11,024	4.79%
Total	105,331	99,285	-5.74%	140,898	146,966	4.31%

SERVICE AREA SUMMARY

A ESTIMATED 2010 POPULATION OF 492,368 IS EXPECTED TO INCREASE BY 2% BY 2015

B THE LARGEST GROWING POPULATION IN THE SMHC SERVICE AREA ARE:

1. SENIOR CITIZENS 65+		26%
2. FEMALE 35+		4%
3. BABY BOOMERS		3%

C FLATEST POPULATION GROWTH IN SMHC SERVICE AREA

1. FEMALE 15-44 YRS		-6%
2. PEDIATRICS		-2%

MISSION AND VALUES

Our Mission is Clear.



Southern Maryland Hospital Center is a full-service, regional health care facility founded in 1977 to provide a complete range of inpatient, outpatient and community services for the residents of Southern Maryland. At SMHC, highly skilled health professionals efficiently deliver respectful and compassionate care using the most advanced medical technology.



Southern Maryland Hospital Center is a resource center seeking to prevent illness and promote health through education and screening. Our goal is to assist the residents of Southern Maryland in achieving the highest possible level of physical and mental health, and thereby improve the quality of life in our community.



Southern Maryland Hospital Center continuously evaluates all services and seeks to improve the delivery of care. Each SMHC employee, medical staff member and volunteer is motivated by an uncompromising commitment to quality as measured by the satisfaction of our patients and their families.

Our Values Never Change

The employees, medical staff and volunteers of Southern Maryland Hospital Center hold in common these values with respect to our patients and our professional relationships.

Quality - We perform each task to the best of our abilities and never cease to try to do better.

Respect - We acknowledge the dignity of every individual and appreciate the differences and uniqueness of each.

Integrity - We are forthright with our patients and each other and fulfill our tasks promptly, accurately, and completely.

Safety - We are committed to improving patient safety and reducing risks in the care environment for patients and others, including health care providers.

Flexibility - We continually adjust our methods to better serve our patients and we readily embrace change and new technology.

Efficiency - We manage our work so as to conserve resources and hold down the costs of health care without compromising patient care.

Confidentiality - We protect the rights of our patients and their families and safeguard their privacy.

Accountability - We accept responsibility for the results of our work and set aside personal interests for the good of our patients.

A History of Change



In the early 1970's, Dr. Francis P. Chiamonte, a practicing board certified Urologist, recognized the need for a full service hospital in Southern Maryland. The population was growing rapidly and, for many types of specialty care, residents were traveling miles to the university hospitals of Baltimore and Washington. Following countless hours of planning and development, ground was broken for Southern Maryland Hospital Center (SMHC) and on November 28, 1977, the hospital opened its doors.

In the past 25 years, services and equipment have rapidly expanded. First, a physicians' office building was completed. Subsequently, the Outpatient Services, Mammography Center, MRI, Bone Densitometry, and Lithotripsy services were opened. A second Professional Office Building was opened in 1992, housing outside services provided by the hospital.

To serve Southern Maryland's growing population, a second patient bed tower was built in 1987, which allowed for the opening of a new Maternal Child Health Center in 1992 and a Sub-Acute Care Center in 1996.

SMHC is now the region's most complete, high tech health care facility – a 235 bed, acute care medical center with the capability to meet all of the health care needs of the population.

A Vision of Total Community Service

Southern Maryland Hospital Center is committed to the health, education, and overall well-being of our community as demonstrated by the nearly \$4.3 million in community benefits expended in 2012 alone. Free care or charity care in 2012 amounted to \$1.0 million.

SMHC's Community outreach activities include \$3.0 million in community health education, and more than \$525,100 towards training student nurses and technicians within our hospital. Further, our Mall-walkers program, free transportation services, and baby safety seat giveaways amount to over \$6,777.00 per annum. Perhaps the most significant number comes through the nearly \$2.6 million of unreimbursed physician support offered by SMHC that allows us to fulfill our mission as the region's only full service general hospital.

By developing programs for the community and participating in special events and health fairs, SMHC consistently provides its neighbors with the healthcare resources to fight disease and promote prevention. Community outreach at SMHC is continually growing. Being active in the community does make a difference. It can improve the quality of life, help reach individuals that are in need of healthcare resources, and increase awareness of health related issues.

Southern Maryland Hospital, Inc. Policy and Procedure Manual Department of Collections		Subject: Financial Assistance 5/10 I Number: 12	
Original Date: 5/93	Review Date(s): 12/98	Revision Date(s): 6/02, 12/04, 3/08, 5/09, 6/09, 12/09, 5/10, 5/12/10	Page: 1 of 4
Departments Involved: Collections, Out-Patient Services, Emergency Room, Admitting and Finance			
<u>Purpose:</u> To bring awareness to our treating community that Southern Maryland Hospital has a Financial Assistance Program that is available to those that demonstrate financial inability to pay. As a result of lack of income or healthcare coverage that will not pay the full cost of services needed, this assistance is available to all regardless to their age, sex, race, color national origin, creed, religion, sexual orientation, physical handicap.			
<u>Procedure:</u> If a Patient/Guarantor expresses the inability to pay for services based on lack of income. The Patient/Guarantor will be advised of several options available here at Southern Maryland Hospital that could possibly lend financial assistance to cover the expenses of medically necessary services The Patient/Guarantor will be advised that the following options exist: <ul style="list-style-type: none"> ➤ Option to apply on site for Maryland Medical Assistance ➤ Option to apply for Southern Maryland Hospital Financial Assistance Program Should Patient/Guarantor indicate an interest in applying for Maryland Medical Assistance, one of the following will apply: <ul style="list-style-type: none"> ➤ Direct/escort Patient/Guarantor to the on-site County Social Worker's office and make introduction ➤ Provide Patient/Guarantor with contact information and hours of operation (301) 877-4266 Monday , Wednesday - Friday 8:00am – 4:30pm Tuesday 8:00am – 3:00pm Should Patient/Guarantor indicate an interest in applying for the Southern Maryland Hospital Financial Assistance Program, one of the following will apply: <ul style="list-style-type: none"> ➤ Provide application ➤ Facilitate face to face Financial Counseling ➤ Mail Financial Assistance Application <u>Registering Departments</u> Out-Patient Services, Emergency Department and Admitting representatives will ensure one of the following if it is apparent and/or Patient/Guarantor requests that Financial Assistance is needed: <ul style="list-style-type: none"> ➤ Provide application for completion ➤ Provide contact information and hours of operations for the Internal Collections Department (301) 877-4262 Monday – Friday 8:00am – 4:30pm ➤ Facilitate Financial counseling between Patient/Guarantor and the Collections 			

Department			
Southern Maryland Hospital, Inc. Policy and Procedure Manual Department of Collections		Subject: Financial Assistance 5/10 I Number: 12	
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Departments Involved: Collections, Out-Patient Services, Emergency Room, Admitting and Finance			
<p>➤ The Director of Collections must approve all financial assistance application to include all exceptions to this policy.</p> <p><u>CONDITIONS FOR CONSIDERATION</u></p> <p>One of the following conditions must be met or exist to be considered for financial assistance:</p> <ul style="list-style-type: none"> ➤ Patient/Guarantor whose income level is at or below 200% the current federal poverty guidelines as published in the federal register; ➤ Patient/Guarantor whose income level is above 200% the current federal poverty guidelines as published in the federal register, but whose financial profile indicates that expenses related to the necessities of life (food, housing, utilities and medications) consume most or all of their income; ➤ Fixed income such as social security, retirement, unemployment, public assistance or disability with no other sources of income. ➤ Patient/Guarantor healthcare coverage will not pay the full cost of the medically necessary services and their expenses/income falls within the allowable criteria for consideration ➤ *Patient/Guarantor is deceased with no estate on file. ➤ *Patient/Guarantor balance represents balance after Medical Assistance payments ➤ *Patient/Guarantor currently eligible for Medical Assistance from another US city, county or state. ➤ *Patient/Guarantor is eligible and has been granted Financial Assistance/Charity Care from another US city, county or state ➤ Enrolled in a higher learning Institute with minimum to no available income ➤ Emancipated minor with or without documentation ➤ US citizens or Undocumented residents where Emergency Care is necessary ➤ Patient/Guarantor demonstrates inability to pay because of a recent financial/family hardship ➤ Patient/Guarantor demonstrating extenuating circumstances not outlined, however it impedes patient/guarantor's ability to pay for medically necessary services. <p>* Completion of Southern Maryland Hospital financial assistance application not warranted</p>			

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Departments Involved: Collections, Out-Patient Services, Emergency Room, Admitting and Finance			
<u>PATIENT/GUARANTOR'S RIGHTS AND OBLIGATIONS</u>			
<u>OBLIGATIONS</u>			
<ul style="list-style-type: none"> ❖ Must complete the Southern Maryland Hospital financial assistance application ❖ Must provide upon request 1 or all of the requested Identification Types: <ul style="list-style-type: none"> ➤ Government Issued Identification ➤ School Identification ➤ Place of Employment Identification ➤ Birth/Death/ Marriage Certificate ➤ Green Card ➤ Work Permit ➤ Visa/Passport other than US ❖ Must provide all requested supporting documentation ❖ Must return application within 30 days from initiation. The application must be filled out in its entirety ❖ Must assume full responsibility for satisfying application requirements to include advising the Collections Department of any demographic or financial changes during the application consideration period ❖ Must assume full responsibility for related Physician Services provided but billed separately ❖ For those Patient/Guarantors with the ability to pay their bill, it is their obligation to pay the hospital in a timely manner. Southern Maryland Hospital makes every effort to see that patient accounts are properly billed, and Patients/Guarantors may expect to receive a uniform summary statement within 30 days of discharge. It is the Patient/Guarantor's responsibility to provide correct insurance information, if applicable ❖ If Patient does not have health coverage, Southern Maryland Hospital expects Patient/Guarantor to pay the bill in a timely manner. If it is believed that Patient/Guarantor may be eligible under the hospital's financial assistance program or if Patient/Guarantor cannot afford to pay the bill in full, Patient/Guarantor should contact the Collections Department promptly (301) 877-4262 between 8am and 4:30pm 			

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Original Date: 5/93	Review Date(s): 12/98	Revision Date(s): 6/02, 12/04, 3/08, 5/09, 6/09, 12/09, 5/10, 5/12/10	Page: 4 of 4
Departments Involved: Collections, Out-Patient Services, Emergency Room, Admitting and Finance			
<ul style="list-style-type: none"> ❖ If Patient/Guarantor fails to meet the financial obligations of their bill, Patient/Guarantor may be referred to an outside collections agency. In determining whether a Patient/Guarantor is eligible for free, reduced cost care, or a payment plan, it is the obligation of the Patient/Guarantor to provide accurate and complete financial information. If Patient/Guarantor financial position changes, it is their obligation to promptly contact the Internal Collections Department to provide updated/corrected information <p><u>RIGHTS</u></p> <ul style="list-style-type: none"> ❖ Collection Activity held on account(s) that are being considered under the financial assistance program ❖ A retro consideration period of 6 months ❖ Those Patients/Guarantors that meet the financial assistance criteria described within this policy will receive assistance under this program ❖ Those Patients/Guarantors that are deemed eligible for medically necessary, financial assistance shall remain eligible for a period of 12 months beginning on the date of eligibility ❖ Patients/Guarantors deemed eligible for a full or partial financial assistance adjustment shall be refunded any patient payments made on their account(s) appropriately ❖ If Patient/Guarantor believes they have been wrongly referred to a collection agency, they have the right to contact the hospital's Internal Collection Department and request that it be brought to the attention of management for review. ❖ Contact Information <p>On site Maryland Medical Assistance Office (301) 877-4266 Monday, Wednesday– Friday 8:00am – 4:30pm Tuesday 8:00am – 3:00pm</p> <p>Internal Collection Department (301) 877-4262 Monday – Friday 8:00am – 4:30pm</p>			