

**Appendix C: Signs and Handouts**

	CHI	MCHS	MCW	StA	OH	DHW	GR	RIV	OSU	UE
	CHI	MCE			DHN				OSU E	
<b>Signs: Content of new signs</b> <sup>32</sup>										
States HCAP is available to patients at/below poverty	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Includes info on hospital charity policy	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Include central phone number	✓				✓	✓	✓	✓	✓	✓
Also printed in Spanish	✓ <sup>33</sup>	✓	✓	✓	✓	✓	✓	✓	✓	✓
Also printed in Somali	✓ <sup>34</sup>	✓	✓	✓						
<b>Signs: Site Visits</b>	CHI	MCE	MCW	STA	DHN	DHW	GR	RIV	OSU	UE
Posted in registration areas		? <sup>35</sup>	✓	✓	✓	✓	✓	✓	✓ <sup>36</sup>	✓ <sup>**</sup>
Posted in ER	✓	?*	✓	✓	✓	✓	✓		✓ <sup>**</sup>	✓ <sup>**</sup>
Posted in patient financial service area	✓	✓	✓	✓	✓	✓	✓	✓		
Signs were prominently displayed and unblocked	n/a	✓	✓ <sup>37</sup>	✓	✓	✓ <sup>***</sup>	✓	✓ <sup>***</sup>	n/a	n/a
<b>Handouts: Content</b>	CHI	MCE	MCW	STA	DHN	DHW	GR	RIV	OSU	UE
Include HCAP	✓	✓	✓	✓			✓	✓	✓	✓
Include hospital charity care program	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Include central phone number	✓ <sup>38</sup>	✓	✓	✓	✓	✓	✓	✓	✓	✓
Also printed in Spanish	✓				✓	✓	✓	✓	✓ <sup>39</sup>	✓
Also printed in Somali	✓ <sup>40</sup>									
<b>Handouts: Site Visits</b>	CHI	MCE	MCW	STA	DHN	DHW	GR	RIV	OSU	UE
On display in registration		✓		✓	✓		✓	✓	n/a	n/a
On display in ER		✓		✓					n/a	n/a
On display in patient financial service area		✓	✓	✓					n/a	n/a
Available on request	✓									

\* see footnote 35

\*\* see footnote 36

\*\*\* see footnote 37

<sup>32</sup> In response to UHCAN Ohio's 2000 findings, all hospitals have produced new signs<sup>33</sup> Signs expected by September 2001; includes financial assistance available in Spanish<sup>34</sup> Signs expected by September 2001; includes financial assistance available in Somali<sup>35</sup> Mount Carmel representatives said the signs were posted, but our committee could not locate them<sup>36</sup> Signs expected by August 2001<sup>37</sup> At least one sign was partially blocked or placed in a location where it was difficult to see<sup>38</sup> Children's handout includes many phone numbers for different programs<sup>39</sup> Handouts expected July 2001<sup>40</sup> Handouts expected August 2001

**Appendix D: Phone Monitoring**

	<b>CHI</b> CHI	<b>MC</b> MCE	MCW	StA	<b>OH</b> DHN	DHW	GR	RIV	<b>OSU</b> OSU	UE
<b>Weekday Phone Monitoring</b>										
Correct referral was made by hospital operator	no	no	✓	no	no	✓	✓	no	no	no
Caller was told financial assistance is available	✓	✓		✓	✓	✓	✓	✓		✓
HCAP was explained accurately				✓	✓	✓		✓		✓
Hospital charity was explained accurately				✓				✓		
Caller was told written information is available				✓		✓		✓		
<b>Weekend Phone Monitoring</b>	CHI	MCE	MCW	STA	DHN	DHW	GR	RIV	OSU	UE
Correct referral was made by hospital operator	no	✓	no	no	no	no	no	✓	no	
Caller was told financial assistance is available		✓		✓		✓				✓
HCAP was explained accurately				✓						
Hospital charity was explained accurately										
Caller was told written information is available		✓		✓		✓				
Caller was asked to call back during business hours	✓	✓	✓		✓		✓		✓	✓