

Patient Access
Services**Admission Policy**

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Policy
(Rev: 4) **Official****ADMISSION POLICY:**

- It is the policy of Overlake Hospital Medical Center to admit and treat all persons without regard to race, color, gender, age, religious creed, ancestry, disability/handicap, or because a patient is covered by a program such as Medicare or Medicaid or any other consideration than the need for care. Admission requirements and assignment of hospital facilities are the same for all persons. There are no distinctions in eligibility for receiving any patient care services. Hospital facilities are available to all patients and visitors. Individuals and organizations having occasion to refer patients for admission or recommend Overlake Hospital Medical Center are advised to do so within the hospitals policy to provide quality healthcare to all persons.
- Admissions to Overlake Hospital Medical Center are made only by the order of a physician who is a member of the hospitals medical staff or has temporary privileges according to the medical staff bylaws.
- Admission takes place in the Main Admitting area, Outpatient Surgery Center, Outlying Clinics, and Emergency Department or at the patients bedside.
- Our Emergency Department is open and available 24 hours per day to anyone in need of immediate medical attention.
- The Patient Access Staff will admit each patient in a professional, empathetic and time efficient manner.

SCOPE OF SERVICE:

The Patient Access Department personnel are directly responsible for pre-admission, insurance verification, front-end financial counseling, and registration of all inpatients and outpatients into the organization. Patient registration can occur in the Main Hospital Admission office, Outpatient registration areas, the Emergency Department or at the bedside according to the needs of the patient. The department provides patients with information regarding their right to make decisions regarding their healthcare, Conditions of Admission, patient rights and financial responsibilities the patients may have. Whenever possible and appropriate to the patients condition, signatures required by law or regulation are obtained. The department is staffed 24 hours per day, seven days per week.

**PATIENT INFORMATION
ADMITTING**

Overlake Hospital is here to serve you and the community. When you are admitted to Overlake Hospital Medical Center you are asked a number of questions. Some questions are required by law and not related to your medical condition. These questions may seem irrelevant and confusing, but the government regulations provide no alternative for us. Please be patient while we ask you all of the admission questions.

You are also asked to present your insurance card so we can provide your medical insurance carrier with information about your bill. If you have any questions about insurance coverage, please feel free to ask the Patient Access staff. We are happy to answer any questions you may have about your insurance coverage.

You will be given an identification wristband that displays your name, date of birth, and medical record number. The medical record number is very important for documenting all clinical care provided to you in a single file.

What to bring

For most patients in the hospital, a hospital gown and your own robe will be the most comfortable attire for you. We also can provide you with nonskid socks to wear in the hospital. If you bring your own slippers, they should be easy to put on and have rubber soles to prevent slipping.

You may wish to bring your own personal toiletries. However, we can provide basic essentials if needed.

Leave your medications at home, unless your doctor tells you otherwise. Bring a complete list of all your medicines for your nurse and doctor to review.

We strongly encourage you to leave all valuables and jewelry at home. If you wish, your valuables may be secured in the hospital safe. You may retrieve them when you are discharged. We recommend that you arrange to have a family member or friend take care of your valuables while staying at Overlake Hospital.

Parking

Hospital patients and visitors can park in the West Parking Garage located north of the main hospital and enter the hospital on the ground floor. Admitting will be straight ahead. The garage is open 24 hours a day. Payment by cash or credit card is accepted at the parking exits and at automated payment stations. Each hospital inpatient is entitled to one 30-day parking permit at a cost of \$5, purchased at the time of the admission.

Loading and Unloading

If you are coming to the Emergency Department, use the driveway in front of the Emergency Department for patient loading and unloading only. The driveway to the Main Hospital Entrance is for valet parking and other patient loading and unloading. Please do not leave your car unattended unless you are using the valet service.

Please remember to:

- Arrive on time
- Bring your health insurance card even if you have been here recently.

Visitation

Family members and other visitors are welcome anytime unless it is clinically necessary to restrict visitors. We ask that friends and family who feel ill not visit patients in the hospital.

After Hours Security

To ensure the safety of our patients and staff, we have a special system for visitors entering the main hospital at night. After 9:00 p.m., all visitors must enter the hospital through the Emergency Department Entrance. Anyone who needs to go beyond the West Lobby will be requested to sign in with security and wear a visitor pass. This is not required when other entrances to the facility are reopened at 5:00 a.m.

Smoking

Overlake Hospital is a smoke-free facility. As a health care institution, Overlake recognizes the hazards of smoking and enforces a No Smoking Policy for our patients, visitors, medical staff, employees and volunteers. Smoking is permitted only in the southwest courtyard. Smoking is prohibited at or near entrances to the hospital.

Organ Donation

State and Federal law requires Overlake Hospital to provide families with the options of organ and tissue donation. We know it is important to offer these options to those who have the opportunity to donate organs and tissue, and we respect each person's decision. Overlake Hospital partners with the local donation agencies to facilitate donation. Organ and tissue donation is always voluntary and confidential. If you would like more information on organ and tissue donation, ask a staff member for the brochure, Leave a Lasting Legacy-Donate Life.

PATIENT RIGHTS:

Patient Access Services staff is responsible for notifying patients that their Rights and Responsibilities are documented on the registration form. Select Rights and Responsibilities will be discussed with patients during the registration process according to a pre-determined schedule. Patient Access Services staff will respond to any questions patients have about their R&R at the time of registration. Patient Rights and Responsibilities are:

Access to Care

You will receive care with dignity, respect and care without regard to age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression.

Healthcare Decision Making/Informed Consent

You have the right to be informed of your health status and/or your representative have the right to make informed decisions in planning your care and in resolving dilemmas about care decisions that may occur. You have the right to give or withhold consent.

Spiritual Health

Have your spiritual needs met through chaplains, visiting clergy or qualified volunteers.

Concerns or Questions

You have the right to voice your questions, concerns or complaints about your care in the hospital. You may do this without fear that it will compromise your care or future access to our services. You may contact the Patient Advocate at 425-688-5191. You may also contact the Washington Department of Health at 1-360-236-4700 or The Joint Commission at 1-800-994-6610. If you are a Medicare beneficiary and have a complaint, you may contact Qualis Health at 1-800-445-6941. You have a right to a timely response to your concerns.

Advanced Directives

You have the right to make important decisions about your own healthcare. It is never too early to make plans about the kind of health care you do or do not want when facing end-of life issues. You have the right to formulate advance directives if you are an adult. You have the right to refuse resuscitation or other life-sustaining treatments.

If you would like to know more, ask us for the free booklet, Starting Points. This booklet has information on living wills, durable powers of attorney, values statements and other resources for making your own health care decisions.

Notification of Admission

You have the right to have your physician, family, or a representative notified upon your admission to the hospital.

Restraint for Acute Medical and Surgical Care

Patients have the right to be free from any form of restraints (physical or chemical) unless needed for your own safety or the safety of others.

Pain Management

You have the right to appropriate assessment and management of pain. As a patient you can expect information about pain management and pain relief measures.

Refusal of Treatment

You may accept or refuse treatment to the extent permitted by law. You will be informed of the medical consequences of refusing treatment or leaving the hospital against medical advice.

You may also accept or refuse to participate in research studies.

Privacy and Confidentiality

Every consideration will be shown for your individual privacy when being interviewed, examined, treated, and requested as appropriate.

You have the right to the confidentiality of your health care information and to expect that all information shared will be done so according to federal and state laws and regulations.

You have the right to access information on any disclosure of your medical record.

You have the right to give or withhold consent to produce or use recordings, films, or other images of you for purposes other than your care.

Access to Medical Records

The Washington State Uniform Healthcare Information Act grants patients the right to review their medical records. You may request copies of all or any part of your medical record after you go home. Since your medical record is a legal document, it cannot be removed, deleted or altered. You can, however, request that your record be corrected or amended. For further information, please call the Release of Information Desk at 425-688-5643

Safety

Patients have the right to a safe setting and to be free from all forms of abuse, of harassment, or neglect. You have the right to expect reasonable safety insofar as hospital practices and environment are concerned and to access protective services when considered necessary for your personal safety.

Communication

You have the right to communicate with people outside the hospital by having personal visits and verbal or written communication.

You may refuse to see anyone not officially connected with the hospital or your care.

You have the right to receive information in a way that you can understand. You have the right to an interpreter or other communication aid if you do not speak English, if English is your second language, if you are deaf or hard of hearing, if you have vision issues, have cognitive impairment or have speech difficulties. This service will be provided to interpret medical information free of any charge to you and any communication assistance will be tailored to your needs.

Transfer

You may not be transferred to another facility or organization unless you or your representative has received a complete explanation concerning the need for such a transfer.

Continuing Care

You have the right to receive information about continuing health care requirements following your discharge.

Unexpected Outcomes

You have the right to be informed of unexpected outcomes of care, treatment or services.

End of Life Care

You have the right to receive end of life care in accordance with you or your representatives wishes.

Identity of Physicians and Staff

You will be told the name of the physician who has primary responsibility for authorizing and performing any procedures or treatment, and the names of other physicians and staff who will provide care.

You have the right to be informed of unexpected outcomes of care, treatment or services.

You have the right to receive end of life care in accordance with you or your representatives wishes.

Explanations of Hospital Charges

You have the right to receive an itemized and detailed explanation of your hospital bill when requested.

PATIENT RESPONSIBILITIES

Provision of Information

You have the responsibility to provide, to the best of your ability, accurate and complete details about your illness, hospitalization, medications and present conditions. You are responsible for reporting to your physician or nurse, if you do not understand your treatment or what you are expected to do.

You must tell your physician about a change in your condition or if problems arise.

You have the responsibility to follow instructions and rules of the hospital to ensure your safety and the safety of others.

You have the responsibility to maintain appropriate and civil conduct in interactions with physicians and staff.

Payment of Charges

You are responsible for providing accurate information for the hospital to file insurance claims and notifying the hospital about whom is responsible for your bill if you are not paying.

Pay your bill promptly or tell the hospital if you are unable to pay your bill.

DISCHARGE

Your physician will let you know when you will be discharged from the hospital. Please make arrangements for transportation as early as possible. If you need a taxi or to arrange special transportation to your home, please ask nursing to help you.

Patient care staff or trained volunteers will help take you and your belongings to the hospital entrance to meet your transportation. It is our policy to escort patients when leaving the hospital. You may use a wheelchair if you need one.

Insurance and Billing:

As a courtesy to you, Patient Financial Services will submit bills to your insurance carrier, provided you have given us the name and policy number of your insurance carrier and have signed our financial agreement authorizing your insurance company to pay us directly. If you have not done this and would like to, please let us know immediately.

Any balances remaining after insurance payment are due and payable to Overlake Hospital Medical Center within 30 days of receipt of the Explanation of benefits statement from your carrier. If you do not have insurance, we will look to you for payment on the full balance of the bill within 30 days of our itemized billing to you. Either upon admission or discharge, you will be asked to pay your insurance deductible, co-insurance and any costs associated with non-coverage. If you cannot pay for services or if you have questions about your account, please contact our financial counselor at 425-688-5115. A financial counselor can assist you in making arrangements for paying your bill.

Medical Services Reimbursement Assistance Programs

We want your experience with Overlake Hospital to be as pleasant as possible, from the time that you register for services to the time that your patient account is resolved. We recognize that financial difficulties may accompany the receipt of health care services and we want you to know that we offer programs to assist you. We also employ Financial Counselors who are happy to answer any questions you may have about our programs and to help you apply for a program that is best for you.