

Domain: Our Organization

Metric 4: Leadership Practices to Advance Racial Equity

Focus Area: Policy focuses on patient access, rights, and payment

The Metric

QUESTION 28

Does your organization have:

	Yes	In Progress	No / NA
a) charity care policies that are easily accessible and available to patients in language that aligns to the health literacy of the community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) staff to assist patients in understanding charity care policies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) charity policy that extends to insured patients	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) referral process with an FQHC or free clinic for uninsured or Medicaid patients for non-emergency services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e) its employed physicians to have the same charity policy as the hospital	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>