

BAY AREA ENDOSCOPY AND SURGERY CENTER

TITLE	Charity Care
POLICY #	Admin 5.1
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DEVELOPED FOR	Administration 5.1
DEPT/POSITION	Endoscopy, SNM
EFFECTIVE DATE:	4/13/2026
REVISION DATE	
REVISED BY:	A.Shavlan RN
APPROVED BY:	GOVERNING BODY AND MEDICAL DIRECTOR

SUBJECT: Charity Care procedure for Endoscopy and SNM procedures Purpose

Purpose: To establish a clear and consistent procedure for providing endoscopy services to patients who are unable to afford care, ensuring equitable access while maintaining clinical, ethical, and regulatory standards.

Scope: This procedure applies to all administrative, clinical, and billing staff involved in the scheduling, preparation, performance, and follow-up of endoscopic procedures under charity care provisions.

Definition: Charity Care: Financial assistance provided to eligible patients who are uninsured, underinsured, or unable to pay for medically necessary endoscopy procedures.

Eligibility Criteria:

*Patients may qualify for charity endoscopy services if they meet one or more of the following:

- No active health insurance coverage
- Income below established federal or organizational poverty guidelines
- Demonstrated financial hardship (e.g., unemployment, medical debt)
- Referral from a physician indicating medical necessity

*Required Documentation:

- Proof of income (pay stubs, tax returns, or letter of support)
- Identification (government-issued ID)
- Completed financial assistance application form

* Referral Process

1. Patient is referred by a licensed provider for an endoscopic procedure.
2. Referring provider submits clinical documentation supporting medical necessity.
3. Referral is reviewed by the endoscopy coordinator or designated staff

*Application and Approval Process

1. Patient completes the charity care application.
2. Financial counselor reviews submitted documentation.
3. Eligibility is determined within a defined timeframe (typically 5–10 business days).
4. Approval or denial is communicated to the patient in writing.

*Scheduling Procedure

- Approved patients are scheduled based on clinical priority.
- Dedicated charity care slots may be allocated within the endoscopy schedule.
- Patients receive preparation instructions and appointment details.

***Pre-Procedure Requirements**

- Completion of medical history and consent forms
- Review of medications and allergies
- Pre-procedure instructions (fasting, bowel prep if applicable)
- Confirmation call 24–48 hours before the procedure

***Day of Procedure:**

- Patient check-in and identity verification
- Clinical assessment by nursing staff
- Procedure performed by qualified endoscopist
- Monitoring and recovery per standard clinical protocols

***Post-Procedure Care**

- Patient receives discharge instructions
- Follow-up care arranged as needed
- Pathology or biopsy results communicated appropriately

*** Billing and Documentation**

- Charges are adjusted or written off according to charity care policy
- Accurate documentation maintained in the patient record
- Reporting completed for internal tracking and compliance

***Quality and Compliance**

- Regular audits of charity care cases
- Monitoring patient outcomes and satisfaction
- Ensuring adherence to healthcare regulations and organizational policies

***Roles and Responsibilities:**

Endoscopy Coordinator:

- Manages scheduling and coordination of charity cases

Financial Counselor:

- Reviews applications and determines eligibility

Clinical Staff:

- Provides safe and effective patient care

Administrative Staff:

- Maintains records and ensures proper documentation

Review and Updates

This procedure should be reviewed annually or as needed to reflect changes in regulations, funding, or organizational priorities.

Approved By: _____ Effective Date: _____ Review Date:

This document ensures that patients in financial need receive timely and appropriate endoscopy services while maintaining high standards of care and operational transparency.

