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Outpatient Guide

Key Information for Your Stay



Brought to you by: PatientPoint

Be Ready
How to Prepare for
Your Procedure

Take Charge
Ask Questions and
Voice Concerns

Your Privacy
Know Your
Rights



BON SECOURS
RICHMOND COMMUNITY HOSPITAL



Bon Secours

Richmond Community Hospital

We strive to provide excellent service and want to hear what you think! It is possible that you will receive a brief patient satisfaction survey from Press Ganey via e-mail. Please allow us the opportunity to recognize those who have provided world class service by sharing your feedback with us. Thank you for helping us continue to be good help and for choosing Bon Secours!

Stephanie Crockett, RN, Manager
Southside Outpatient Infusion Center
14051 St. Francis Blvd. | Ste. 1400 | Midlothian, VA 23114
(804) 325-8851 | Stephanie_Crockett@bshsi.org

Our Vision

Inspired by God's hope for the world, we will be a ministry where associates want to work, clinicians want to practice, people seek wellness and communities thrive.

Our Values

Human Dignity
Integrity
Compassion
Stewardship
Service



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Your Care Team

Registrar _____

PCT _____

Nurse _____

**Thank you for Choosing
Bon Secours Health System**



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Cost of My Healthcare – What to Expect

Thank you for choosing Bon Secours Infusion Center for your healthcare needs. At Bon Secours, our goal is to help our patients be well in mind, body, and spirit. Our exceptional team of doctors, nurses and caregivers is here to provide you with excellent high quality care. Healthcare financing can be complex and confusing. We believe a transparent estimate of your services, including estimated reimbursement by insurance, will ease your mind and bring clarity.

A representative from Bon Secours may visit you during your treatment stay to inform you of any deductibles or insurance co-pays that apply to your current Infusion services. A payment arrangement will be made based on your healthcare plan and your financial needs. We accept payment in the form of cash, check, or credit card.

If you do not have insurance, we will provide an estimate of services for your visit and explain the estimated amount due.

If you anticipate difficulty in paying for these services, our team can assist with payment options including assistance programs and additional discounts that you may qualify for. Please contact our Patient Access Manager if you experience any issues after speaking with our Financial Representative or Financial Counselor.

Bon Secours will never delay or deny emergent services or treatment based on your ability to pay.

Bremo OPIC/Pediatric OPIC: Patient Access Manager - Teresa Crouch, tel. 804-287-7548
Financial Coordinator: Deitra Lambert, tel. 804-893-8864

Hanover OPIC: Patient Access Manager - Magan Mawyer, tel. 804-764-7594
Financial Coordinator: Laura Matthews, tel. 804-287-4507

Southside OPIC: Patient Access Manager - Erin Ellis, tel. 804-594 3154
Financial Coordinator: Adrienne Armes, tel. 804-893-8872

Richmond Community OPIC: Patient Access Manager - Charlene Bridgman, tel. 804-225-1777
Financial Coordinator: LaVeda Winston, tel. 804-225-1721
Financial Coordinator: Laura Matthews, 804-287-4507

Rappahannock OPIC: Patient Access Manager – Lorie Robinson, tel. 804-435-8307
Financial Coordinator: Laura Matthews, tel. 804-287-4507



PROVIDER-BASED CLINIC NOTICE

Thank you for choosing **Bon Secours Richmond Community Hospital Outpatient Infusion Center** as your Health care provider. Please note that our facility is a provider-based clinic, meaning that it is an outpatient department of Bon Secours Richmond Community Hospital. A provider-based clinic is a Medicare designation available to facilities that comply with specific hospital department criteria under Medicare regulations. **Because our facility functions as a department of Bon Secours Richmond Community Hospital, you will incur an additional copayment that you would not otherwise incur if your care was not provided in a provider-based-facility.** We are committed to providing you with an exceptional patient experience and our strong connection to Bon Secours Richmond Community Hospital enables us to provide seamless and integrated health care services across a variety of patient care settings. We place great value on our relationships with our patients and would be happy to discuss our integrated model and address any confusion or questions you may have.

The following **Bon Secours Richmond Community Hospital Outpatient Infusion Center** sites are designated as provider-based clinics:

- **Bremo Outpatient Infusion Center, 5875 Bremo Road, Suite G-6, Richmond, VA 23226**
- **Hanover Outpatient Infusion Center, 8262 Atlee Rd, Suite 206, Mechanicsville, VA 23116**
- **Southside Outpatient Infusion Center, 14051 St. Francis Blvd, Suite 1400, Midlothian, VA 23114**
- **Richmond Community Outpatient Infusion Center, 1510 N. 28th Street, Suite 110, Richmond, VA 23223**
- **Pediatric Outpatient Infusion Center, 5855 Bremo Road, Suite 605, Richmond, VA 23226**

Your Bill

- We are Medicare participating providers and accept assignment of Medicare benefits. We will bill Medicare and will be happy to bill your secondary insurance on your behalf, so long as you provide us with your secondary insurance information. Medicare will receive two bills for the services that you receive – one for a professional fee and one for a facility fee. You will receive two Explanations of Benefits from Medicare (Palmetto GBA), each reflecting the co-insurance amount for the visit. Once Medicare has processed its portion of the charges, the balance will be submitted to the secondary payer. If there is a balance after the secondary insurance processes the claim, or if you do not have secondary insurance, you will be billed for the remaining balance.
- To assist you in understanding our billing practices, please see below for a list of **estimated** coinsurance liabilities under Medicare Part A for common services and procedures performed in our clinic. This list is an approximation only and is intended to provide you with a general estimate of the cost of the services we provide.



Your actual out of pocket costs will depend upon the services that you actually receive as well as any secondary insurance that you may carry. Please note that your specific medication fees are not included with the facility fees listed below.

Description of Service	CPT Code	National Copay
Clinic visit	G0463	\$23.19
Chemo IM or SQ	96401	\$12.10
Chemo IVP	96409	\$36.75
Chemo Infusion 1 st hour	96413	\$61.92
Chemo Intrathecal (LP)	96450	\$61.92
Therapeutic Phlebotomy	99195	\$21.81
Transfusion Therapy	36430	\$77.60
Infusion Therapy 1 st hour	96365	\$36.75
SQ or IM injection- Non chemo	96372	\$12.10
IVP, Non-chemo	96374	\$36.75
Tx/pro/dx inj new drug addon	96375	\$7.63
Chemo iv infus each addl seq	96417	\$12.10
Chemo iv infusion addl hr	96415	\$12.10
Chemo prolong infuse w/pump	96416	\$61.92
Hydration iv infusion init	96360	\$36.75
Tx/proph/dg addl seq iv inf	96367	\$12.10
Ther/proph/diag iv inf addon	96366	\$7.63
Chemo iv push addl drug	96411	\$12.10
Hydrate iv infusion add-on	96361	\$7.63

Medicare as Secondary Payer (MSP) questions

- As a participating Medicare provider, we are required to ask our customers Medicare Secondary Payer (MSP) questions every 90 days. These questions are designed to determine if any other insurance should pay before Medicare. Please arrive a few minutes early to allow time for the registration process.

More Information

- If you have any questions or concerns regarding provider-based billing for Medicare patients, please contact our billing office at (804) 342-1500 or toll free at (877) 342-1500. Our billing representatives are available Mon-Fri, 8:30-1 and 2pm-5pm (Eastern Standard Time).



Your Opinion Counts

We take great measures to ensure that you are receiving the best possible care. We have several ways of assessing your satisfaction, including asking you to complete a survey about your treatment. This survey is administered by Press Ganey and may be emailed to you after your appointment. When Press Ganey sends you this survey on behalf of Bon Secours, they will ask you about a specific date that you received services at Bon Secours Richmond Community Hospital. They may ask questions regarding registration, the facility, your treatment, and your overall assessment. If any of the questions do not apply to your experience at the outpatient infusion center, simply answer the question N/A (not applicable).

We are committed to providing you with the highest quality of care. The Press Ganey survey provides us with valuable information that allows us to grow and improve upon that commitment. To the right is a sample email that you may receive from Press Ganey following your appointment with outpatient infusion.

Dear {FIRST_NAME} {LAST_NAME}, or parent or guardian of:

Our mission at Bon Secours Health System is to provide our patients with the highest quality health care that we can. To accomplish this, we need to know what we are doing right and what needs improvement. We depend on our patients and their families to keep us informed.

By sharing your thoughts and feelings about your health care experience on {DATE}, you can help make our care better for future patients and their families. The information you provide may be shared with the hospital for quality improvement and may be used for research purposes. Please take a few minutes to complete the following patient satisfaction survey. Feel free to express your opinions. Your response is confidential.

Thank you, and please accept our best wishes for your good health.

Bon Secours Health System, Inc. Financial Assistance Summary Sheet

The Mission of Bon Secours Health System Inc., (BSHSI) is to provide compassionate, quality healthcare services to those in need, regardless of their ability to pay. BSHSI provides financial assistance for both the insured and uninsured patient who receives emergency or other medically necessary care from any of our hospital facilities.

Who qualifies for financial assistance?

BSHSI's Financial Assistance Policy ("FAP") provides 100% financial assistance for emergency or other medically necessary care to qualifying uninsured and insured patients with an annual gross family income at or below 200% of the current Federal Poverty Guidelines (FPG). BSHSI also offers a discounted rate to patients whose family gross income is between 201% and 400% of the FPG. An FAP eligible individual or an uninsured individual that does not qualify for financial assistance will not be charged more than the amounts generally billed (AGB) for emergency or other medically necessary care to patients who have insurance for such care.

How to apply for financial assistance?

Individuals who have concerns about their ability to pay for emergency and medically necessary care may request financial assistance. To apply for financial assistance, a patient (or their family or other provider) should fill out our Financial Assistance Application. Copies of the Financial Assistance Application and the FAP may be obtained for free by calling our customer service department at (Local) 804-342-1500 or (Toll Free) 877-342-1500. The Financial Assistance Application and FAP may also be obtained for free by mail by sending a request to Bon Secours Financial Assistance Program P.O. Box 742431 Atlanta GA, 30374-2431. Finally, the Financial Assistance Application and FAP may be obtained for free by downloading a copy from our website at www.fa.bonsecours.com.

Where can I receive help in filling out the Financial Assistance Application?

Individuals who need assistance in completing the Financial Assistance Application may call the customer service department at the telephone numbers listed above.

What services are covered?

All emergency medically necessary services are covered under the FAP, including outpatient services, inpatient care, and emergency room services. Non-eligible services such as elective non-medically necessary procedures, cosmetic and flat rate procedures, patients who choose not to use their insurance, durable medical equipment, home care, services provided as a result of an accident, and prescription drugs are not covered by the financial assistance program. If services provided as a result of an accident are not covered by a third party, patients may apply for financial assistance. Charges from doctors and specialists who are not employed by BSHSI and who provide services in the hospital may not honor the BSHSI financial assistance program. You should discuss with your doctor or visit our web site at www.fa.bonsecours.com to determine if your doctor participates in the BSHSI financial assistance program.

What if I have questions or need assistance completing the application?

If you need assistance you may contact a financial counselor or cashier located at our hospitals or call our customer service department at (Local) 804-342-1500 or (Toll Free) 877-342-1500. Assistance may also be obtained by visiting any of our hospital registration areas as well as meeting with any of our financial counselors or cashiers located at our hospitals. For non-English speaking patients, translations of this document, the FAP and the Financial Assistance Application are available in several languages, including English and Spanish. Please call the above numbers or visit our website at www.fa.bonsecours.com to download translations of this plain language summary, the BSHSI FAP and the Financial Assistance Application.



Bon Secours Richmond Community Hospital Outpatient Infusion Centers

REFERRAL PROCEDURE:

- During operating hours, please call 804-893-8716. If Coordination of Care is unavailable, please leave a brief message and the call will be returned before the end of the day. After operating hours, please leave a recorded message that includes the caller's name, contact number and type of service requested. The Outpatient Infusion Center will contact you the following business day to schedule the patient. All services are by appointment only and referrals must be phoned in. We are not an emergency treatment center.
- Physician-signed medication orders, history and physical, diagnosis and insurance pre-authorization are required on all patients.
- By calling our central scheduling and general information number, 804-893-8716, we will be able to obtain insurance pre-authorization prior to the patient's scheduled appointment time.

PATIENTS WILL BE SCHEDULED BY APPOINTMENT ONLY.

Physicians may admit non-emergency, adult patients who are ambulatory and capable of self-care to the Outpatient Infusion Center. Admissions for short- or long-term infusion therapies that can be accommodated within the OPIC operating hours may come from the office, hospital, nursing home or emergency room.

THERAPIES INCLUDE, BUT ARE NOT LIMITED TO:

- Antibiotic Therapy
- Chemotherapy/Biotherapy
- Intraperitoneal Chemotherapy
- Remicade®/Related Medications
- Alpha1-Proteinase Therapy
- Hydration Therapy
- Vaccines/Immunizations
- Tysabri®
- IV Iron Therapy
- Immune Globulin
- Therapeutic Phlebotomy
- Central Venous Access Management
- Tetanus Injections
- Solu-Medrol®
- Procrit®, Neulasta®, Neupogen®
- Boniva®
- Reclast®
- Xolair®
- Depacon® IV
- Blood and Blood Products (location-specific)
- Antipsychotic injections
 - Invega Sustenna®
 - Risperdal Consta®
 - Abilify Maintena®
 - Prolixin Decanoate
 - Haldol Decanoate



Bon Secours Richmond Community Hospital Outpatient Infusion Centers

LOCATIONS AND HOURS

■ BREMO OUTPATIENT INFUSION CENTER

Located on the campus of St. Mary's Hospital
Medical Office Building South
5875 Brema Road, Suite G-6, Richmond, VA 23226
Phone: 804-287-7227 / Fax: 804-287-7235

Hours of Operation

- Mondays through Fridays: 8 a.m. to 11 p.m.
- Saturdays and Sundays: 8 a.m. to noon

■ HANOVER OUTPATIENT INFUSION CENTER

Located on the campus of Memorial Regional Medical Center
Medical Office Building III
8262 Atlee Road, Suite 206, Mechanicsville, VA 23116
Phone: 804-764-7930 / Fax: 804-764-7945

Hours of Operation

- Mondays through Fridays: 8 a.m. to 5 p.m.

■ RICHMOND COMMUNITY OUTPATIENT INFUSION CENTER

Located on the campus of Richmond Community Hospital
1510 N. 28th St., Suite 110, Richmond, VA 23223
Phone: 804-287-4510 / Fax: 804-225-1748

Hours of Operation

- Mondays through Fridays: 8 a.m. to 5 p.m.

■ PEDIATRIC OUTPATIENT INFUSION CENTER

Located on the campus of St. Mary's Hospital
5855 Brema Road, MOB North, Suite 605, Richmond, VA 23226
Phone: 804-287-7657 / Fax: 804-281-8283

Hours of Operation

- Mondays through Fridays: 8 a.m. to 5 p.m.

■ SOUTHSIDE OUTPATIENT INFUSION CENTER

Located on the campus of St. Francis Medical Center
14051 St. Francis Blvd., Suite 1400, Midlothian, VA 23114
Phone: 804-325-8851 / Fax: 804-379-4602

Hours of Operation

- Mondays through Fridays: 8 a.m. to 5 p.m.



Central Scheduling and General Information:

Phone: 804-893-8716

Fax: 804-627-5234

For specific questions,
call the nursing staff at the
numbers to the left.

WE PROVIDE

- Warm blankets
- Light snacks and beverages
- Comfortable chairs for receiving treatment

Visit BonSecours.com/OPIC for more information.

