

# Point-of-Service

## *Payment Program*

### **Point-of-Service Payment Program**

To provide easier payment methods for our patients, Firelands is pleased to offer Point-of-Service payment. This program allows patients to pay their co-pays, deductibles, and non-covered services portion of their hospital bill at the time of service or immediately after services have been delivered. This allows patients to make informed decisions about their care and financial obligations while still at the hospital.

### **Emergency Situations**

In an emergency situation, the first priority is to care for the patient. After a medical screening examination has been performed, one of our staff members will then collect the patient's insurance co-pay or deposit.

### **What to Bring to the Hospital**

To assist the hospital in determining the proper amount of payment due at the time of service, patients should bring:

- Insurance cards
- Social Security number
- Photo identification (*such as a driver's license*)
- Checkbook, credit card or cash

For your convenience, Firelands Regional Medical Center accepts cash, checks, and credit cards (Visa and MasterCard).



## **Financial Assistance**

Patients are responsible for payment of their hospital bills. For those patients with insurance, this portion typically includes co-payments, deductibles and non-covered services. For individuals who need to set up a payment plan, Firelands Financial Counselors are available to assist while the patient is still at the hospital. Additionally, patients may qualify for a discount on their charges. If you believe you qualify for a discount, please advise a staff member.

## **Determining the Patient's Payment**

### *Unpaid Balances*

If the patient has other unpaid balances, that amount will be added to the amount due for the current visit.

*We thank you for choosing  
Firelands Regional Medical Center  
for your medical care. We appreciate receiving  
your payment at the Point-of-Service.*



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