

Hospitals Checklist

Services

- Do you offer the services I need?
- Do you have experience in treating my condition?
- Have you had success in treating my condition?
- Do you see a high volume of patients with my condition?
- Who will be responsible for my overall care at the hospital?
- Does my doctor have privileges to admit and treat patients at the hospital?
- If not, who will oversee my care?
- Are there alternatives to hospital care?

Payment

- Will the hospital services be covered by my insurance, Medicare, Medicaid or other health care coverage?
- Do I need permission from my insurance company or health plan before I go to the hospital?
- Do I have to pay more to use a hospital that doesn't participate in my insurance or health plan?
- If I do not have insurance, will the hospital allow me to set up a payment plan or direct me to other resources to help with payment?

Inspections

- Are you accredited by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) or another agency?
- May I see the results of your last inspection/survey?
- Are you rated highly by consumer groups?
- Do you perform customer-satisfaction surveys?
- May I see the results of the last survey?
- Are a majority of your physicians board certified in their specialty?

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Patient Focus

- _____ Does the hospital have patient advocates who can assist me?
- _____ Does the hospital have convenient visiting hours?
- _____ Can a relative or friend helping with my care stay overnight in the room with me?
- _____ Are patient and family education programs offered?
- _____ Is a chaplain on staff?
- _____ Can I provide the hospital with a family contact or friend's telephone number who can be contacted if my condition changes significantly?

Care after you leave the hospital

- _____ Will I likely need care after I leave the hospital and, if so, what kind of care?
- _____ What are my options for care?
- _____ Do you have a discharge planner who will help me prepare to return home or to the community?
- _____ Will you help me find other community services, such as Meals on Wheels or homemaker services, or help me find medical equipment I may need after I am discharged from the hospital?
- _____ Do you make arrangements for any nursing care or medical equipment prior to my return home?
- _____ Will you provide me with enough medication when I leave to last until my pharmacy opens?