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Thank you for choosing SSM Health for your healthcare needs.


AMOUNT DUE: \$858.92

*Receive a discount and only pay \$773.03 if PAID IN FULL before 05/28/2021

STATEMENT DATE: 4/28/2021 ACCOUNT NUMBER: [REDACTED] DUE DATE: 05/28/2021



SUMMARY OF ACCOUNT		INSURANCE INFORMATION	VISIT INFORMATION
Charges	\$1,012.00	Primary: Uhc Choice/select/choice Plus/all Payors	Account Number: [REDACTED]
Payments	\$0.00	Secondary:	Date of Service: 4/8/2021
Adjustments/Discounts	-\$153.08		Type of Service: Emergency
Patient Responsibility	\$858.92		Guarantor Name: Dhaval P Bhatt

This statement is for your hospital services only. You may receive additional statements for Physician or other services.

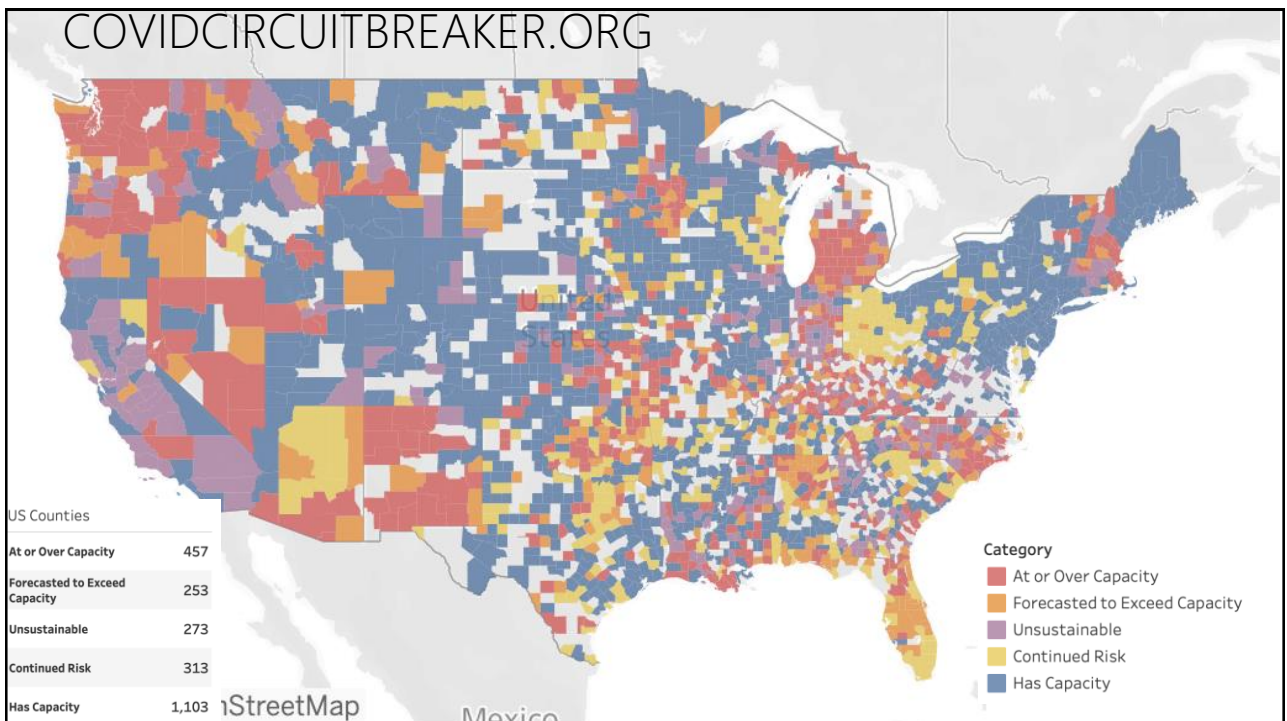


PO Box 411997
St. Louis MO. 63141-9998

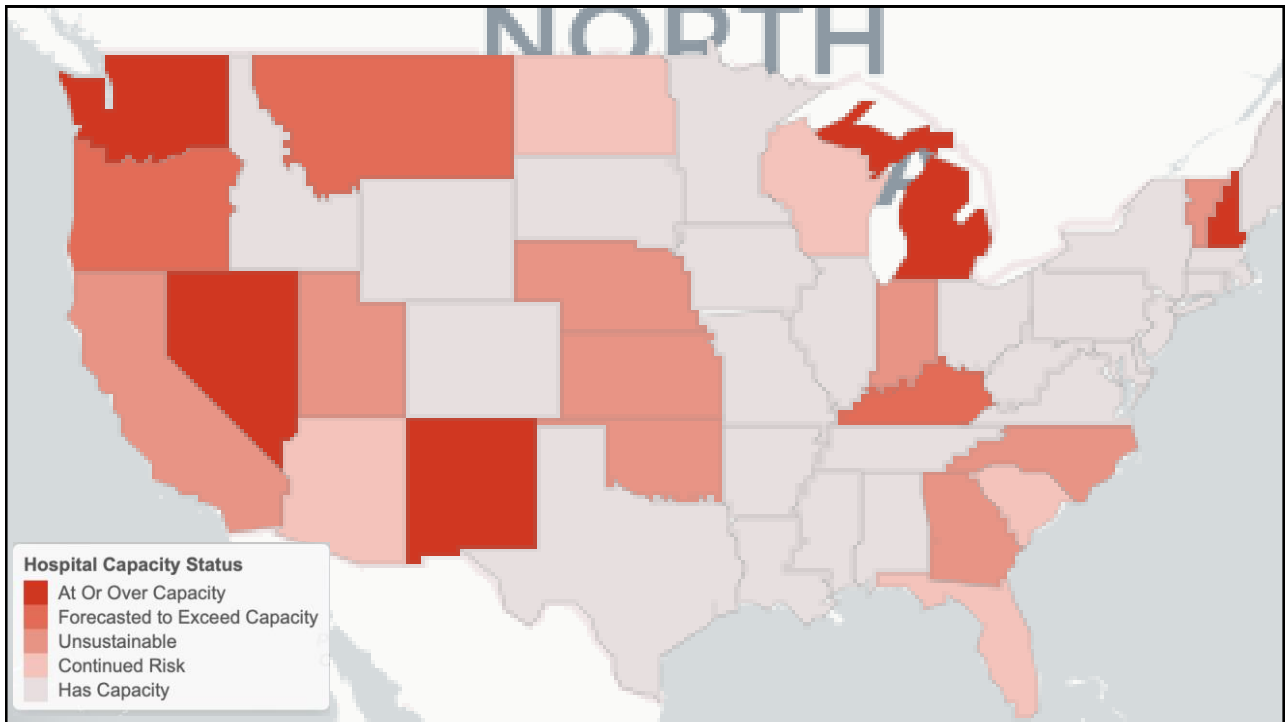
Guarantor Name	Dhaval P Bhatt
Account Number	[REDACTED]
Amount Due	\$858.92
Due Date	05/28/2021
Payment Enclosed	

Ways to Pay...
 Scan the QR code to the left
 Call us at (855) 989-6789

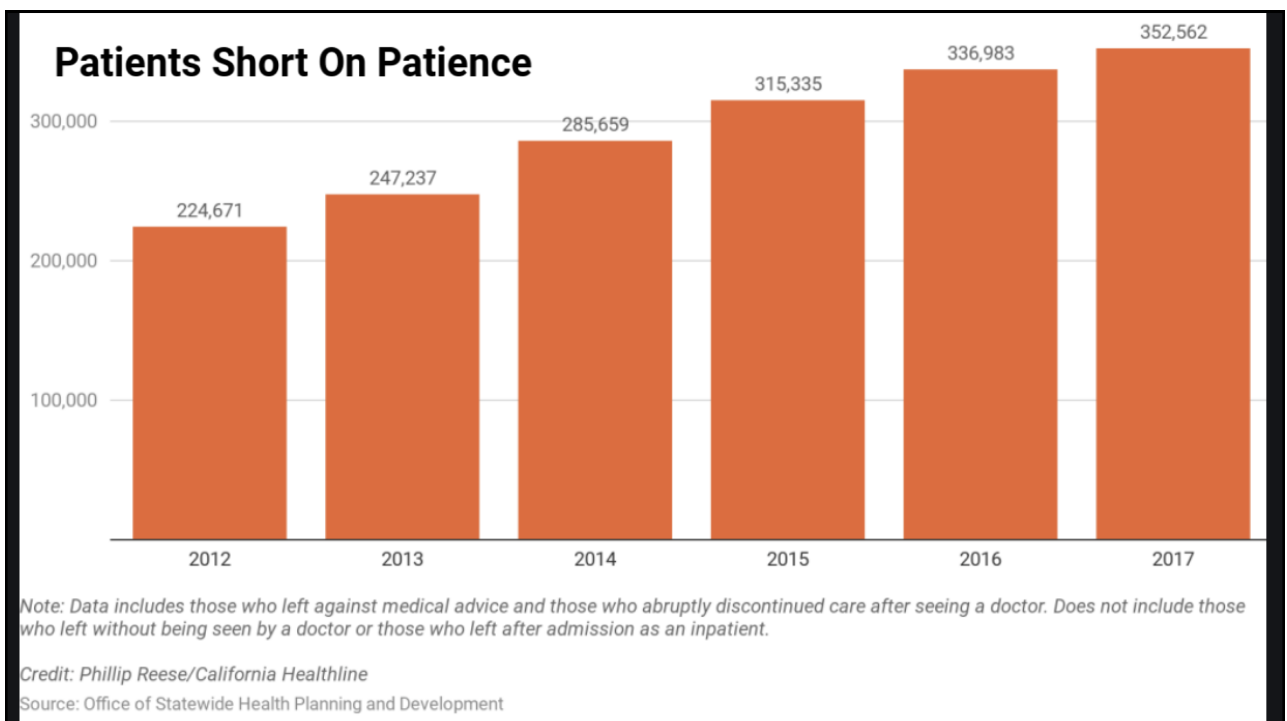
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BALANCING ACT

"Doc, we need you in 13..."
 "Hey, 21 wants to leave."
 "Can I staff a few with you?"
 "CT's down (again)."
 "Wait, we need you at the radio."
 "They want to go downtown."
 "68's son wants to talk to you."
 "Can you take a transfer call?"



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ALLEGATIONS

Failure to screen
 -Includes wait times
 Failure to stabilize
 Inappropriate transfer
 -Includes discharge
 Failure of specialist to see
 Failure to accept transfer

Factors Associated with Monetary Settlement	% of Settlement Involving Factor
Failure to screen for EMCs	75
Failure to stabilize a patient with EMC	42.7
Patient turned away for insurance or financial status	15.6
Inappropriate discharge of patient with EMC	14.5
Hospital failed to accept transfer in of patient with EMC	13
Inappropriate transfer of a patient with EMC	11.4
Failed to transfer a patient with EMC	11.4
Patient in active labor	6.7
On-call physician refused to see patient with EMC	6.2
No specialist physician available upon arrival of patient with EMC	2
Hospital had capacity but still refused	2
ED on ambulance diversion	1.5

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LET'S TALK ABOUT....



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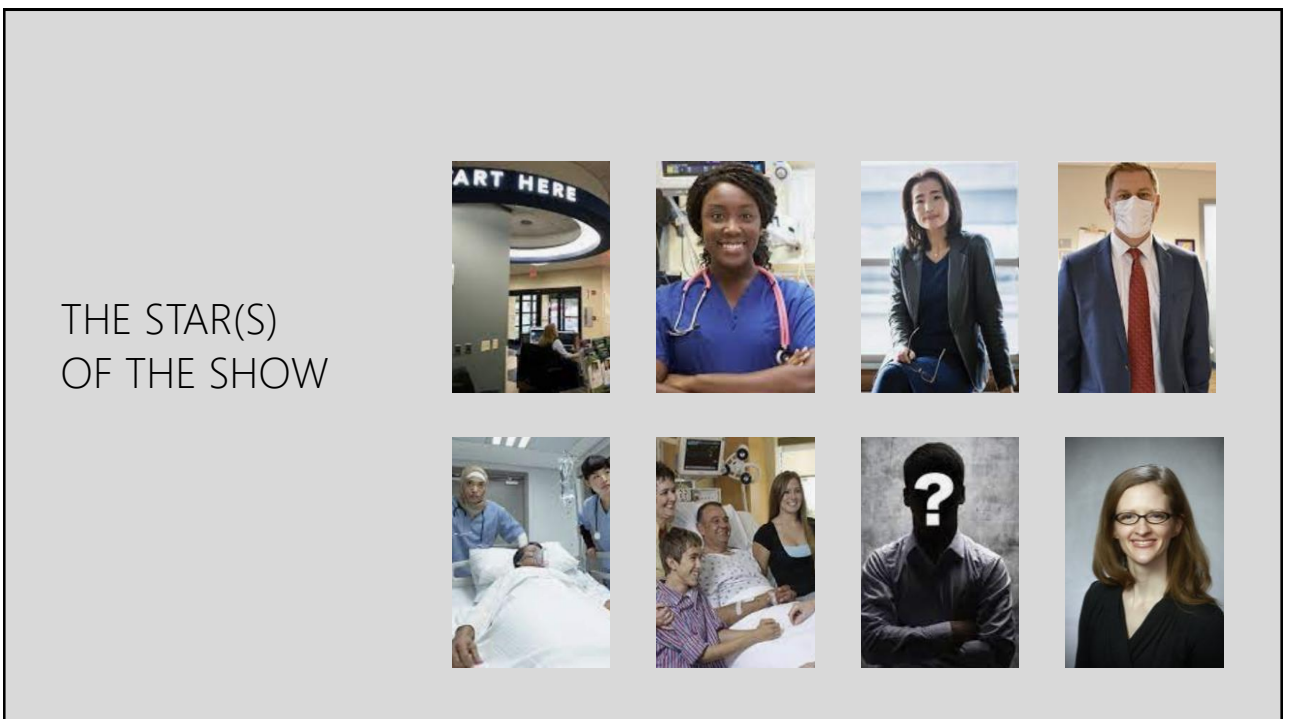
CUE BLACK HELICOPTERS



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WHO'S UNCOMFORTABLE?

1. Breathe
2. Call your risk/compliance officer
3. Cooperate (carefully)



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THE GOOD NEWS

- Proly nuthin'



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ALL THE CONVO

Bypass and Diversion
Wait times
Signage
Registration/co-pays
Consultants
Downtime
Inter-facility transfers for imaging
Inter-facility transfers for admission
LWBS/LWCS
Private car transfers
Public safety transfers
Discharge to office follow up
And a partridge in a pear treeeeee....

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PUNCHLINE

Scope creep is real.

Investigation is mandatory.

This too shall pass.



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