Welcome

Dear Guests,

Welcome to Houston Methodist Hospital. We are committed to providing you unparalleled health care in a spiritual environment. Since 1919, we have cared for the people of Houston and from around the world and we are proud to serve you and your loved ones during your time of need.

We are one of the nation’s leading hospitals for care, teaching and research, consistently ranking as the best hospital in Texas and one of the top hospitals in the country for more than 25 years.

Our patients are at the heart of all we do. Your safety is our main concern, and if there is anything we can do to improve your stay, please let us know.

Thank you for choosing Houston Methodist for your health care.

Sincerely,

Marc Boom, MD
President/CEO
Houston Methodist

Roberta Schwartz
Executive Vice President
Houston Methodist Hospital

Houston Methodist Hospital

Mission
To provide high-quality, cost-effective health care that delivers the best value to the people we serve in a spiritual environment of caring in association with internationally recognized teaching and research.

Vision
People will seek Houston Methodist Hospital as a globally recognized leader of pioneering medical expertise and innovative, personalized care.

Values Statement: I CARE

Integrity: We are honest and ethical in all we say and do.

Compassion: We embrace the whole person and respond to emotional, ethical and spiritual concerns as well as physical needs.

Accountability: We hold ourselves accountable for our actions.

Respect: We treat every individual as a person of worth, dignity and value.

Excellence: We strive to be the best at what we do and a model for others to emulate.
The Floor 2 crosswalk connects most buildings on the Houston Methodist Hospital campus. Corridors on Floors 1 and 3 provide access to certain buildings and areas as indicated.

**HOUSTON METHODIST PARKING**

- **Garage pricing**
  - 0-20 minutes: free
  - 21 minutes –
    - 3 hours: $7
  - 3-4 hours: $9
  - 4-5 hours: $11
  - 5-24 hours: $13
- **Valet pricing**
  - 0-3 hours: $10
  - 3-24 hours: $15
  - Each additional day: $15

**TEXAS MEDICAL CENTER PARKING**

- **Garage pricing**
  - Less than 1 hour: $5
  - 1-2 hours: $8
  - 2-4 hours: $10
  - 4-24 hours: $12

**CROSSWALK — FLOOR 2**

- **INFO**
  - Access West Pavilion via Smith Tower north elevators to Floor 3 corridor

**MAP LEGEND**

- CROSSWALK
- EMERGENCY ROOM
- RESTROOMS
- PARKING
- VALET PARKING
- PLAN NORTH
- TRUE NORTH

**PARKING**

- CENTRAL PLANT
- TEXAS MEDICAL CENTER PARKING GARAGE 1
- MARY GIBBS JONES
- FANNIN ST.
- JOHN FREEMAN BLVD.
- UNIVERSITY BLVD.
- BERTNER AVE.
- DUNN TOWER
- SMITH TOWER
- MOURSUND ST.
- FANNIN ST.
- MAIN ST.
- DRYDEN RD.
- TRUE NORTH
- LEVEL 1
- LEVEL 2
- LEVEL 3
- PLAN NORTH
- TRUE NORTH
- UNIVERSITY BLVD.
- MAIN ST.
- DRYDEN RD.
### BANKING
- **ATMs**
  - Main Building, Floor 1, next to Crain Garden
  - Research Institute, Floor 1, near entrance
  - Scurlock Tower, Floor 2, crosswalk
  - Smith Tower, Floor 2, crosswalk near elevators
- **JP Morgan Chase Bank**
  - Scurlock Tower, Floors 1 and 2
- **Fidelity Investments**
  - Scurlock Tower, Floor 2
- **PrimeWay Federal Credit Union**
  - Smith Tower, Floor 2

### FLORISTS
- **G. Johnson’s Floral Images**
  - Scurlock Tower, Floor 2
  - 713.797.6703

### GIFTS
- **Houston Methodist Auxiliary Gift Shop**
  - Dunn Tower, Floor 1
  - 713.441.4400

### PHARMACY
- **Walgreens Pharmacy**
  - Scurlock Tower, Floor 2

### POSTAL SERVICES
- **United States Postal Service mailboxes (outgoing items)**
  - Dunn Tower, Floor 1
  - Pickup: Monday – Friday, 9 a.m. and 1:45 p.m.
  - Fondren/Brown/Alkek, Floor B1
  - Pickup: Monday – Friday, 4:30 p.m.
- **FedEx/UPS pick-up box**
  - Fondren/Brown/Alkek, Floor 1, outside main entrance
  - Pickup: Monday – Friday, 6:30 p.m.

### PRAYER/WORSHIP
- **Meditation Room**
  - Outpatient Center, Floor 2
- **Muslim Prayer Room**
  - Fondren/Brown/Alkek, Floor 1
- **Wiess Memorial Chapel**
  - Dunn Tower, Floor 1

### SOCIAL SERVICES
- **Main Building, Floor 5**
  - 713.441.3116

### SPECIAL AMENITIES
- **Departure Lounge**
  - Main Building, Floor 1, just inside valet entrance
  - Monday – Friday, 11 a.m. – 7:30 p.m.
  - 713.394.6368
- **Healing Garden**
  - Between Fondren/Brown/Alkek and Crain Garden, Floor 1, outside
- **International Patient Services**
  - Scurlock Tower, Floor 5
- **Christy Optical**
  - Scurlock Tower, Floor 2
- **Patient and Family Resource Center**
  - (computer, printer/copier/fax, information on local services)
  - Dunn Tower, Floor 1, near elevators
  - Monday – Friday, 7 a.m. – 9 p.m.
  - Saturday – Sunday, 9 a.m. – 4 p.m.
  - 713.441.3415

### DINING
- **Dunn Tower**
  - **Fannin Street Café**
    - (serves Starbucks coffee)
    - Floor 1
    - Monday – Friday, 6 a.m. – 6 p.m.
    - Saturday – Sunday, 6:30-10 a.m.
  - **The MarketPlace**
    - Floor 1
    - Daily: 6:30 a.m. – 8 p.m.
    - Late nights: Monday – Friday, 11 p.m. – 3 a.m.
    - Menu line: 713.441.6368
- **Walter Tower**
  - **Einstein Bros. Bagels**
    - Floor 1
  - **Texas Sky Café**
    - Floor 2
  - **Lady M’s Bistro**
    - Floor 2
    - Monday – Friday, 7:30 a.m. – 5 p.m.
- **Poblano’s Restaurant**
  - Floor 1
  - Monday – Friday, 7 a.m. – 3 p.m.
- **Smith Tower**
  - **Alonti Café**
    - Floor 2
    - Monday – Friday, 6 a.m. – 5 p.m.
  - **Lady M’s Bistro**
    - Floor 2
    - Monday – Friday, 7:30 a.m. – 5 p.m.
  - **Poblano’s Restaurant**
    - Floor 1
    - Monday – Friday, 7 a.m. – 3 p.m.
  - **Smith Tower**
    - **Alonti Café**
      - Floor 2
      - Monday – Friday, 6 a.m. – 5 p.m.
During Your Stay

Getting Admitted
Your doctor manages your hospital admission and your care. Once you are in your room, your nurse will help you get familiar with your surroundings and tell you what to expect during your stay, including the plan of care and the expected length of stay. Your nurse will review the plan of care and specific goals with you daily, and will include your loved ones when possible.

Patient Rooms
We want your stay to be as comfortable as possible. In your room, you will find:

- Communication board with information about your nurse and your care plan for the day
- Television with a controller attached to your bed
- In most cases, furniture for guests to sit and stay overnight
- Space for storage
- Emergency pull cords or buttons in the restroom, next to the toilet and in the shower

For your comfort, you may:

- Adjust the temperature in your room
- Adjust your bed using the buttons on the side
- Ask your nurse for additional blankets or pillows
- Ask your nurse for toiletries if needed

Housekeeping staff will clean your room daily, and the nursing staff will change bed linens. If your room needs more attention, please ask your nurse to contact our housekeeping or maintenance staff.

Nursing Activity in Your Room
Your nurse or a nursing assistant will stop by your room frequently to check on you and ask if you need anything. At the start and end of every shift, your current nurse and the next nurse in charge of your care will come into your room to discuss your condition and care goals for the next shift. You may also receive a visit from the charge nurse or nurse leader.

Calling Your Nurse
You may press the call button on the controller attached to your bed, and a unit secretary will route your concerns to your nurse or patient care assistant. To reach your nurse directly, call the number on the communication board.

Mail and Flowers
Mail will be delivered to your room. Mail received after you have been discharged will be forwarded to your home address.

Flowers purchased from the hospital gift shop will be delivered to your room. Flowers purchased from a local florist will be delivered by the florist. Flowers received after you leave will be returned to the florist.

Live flowers or plants are not allowed in the intensive care unit, but silk flowers are acceptable.

DAISY Award for Extraordinary Nurses
The DAISY Award is an international program that rewards and celebrates extraordinary nurses who consistently show excellence through their medical expertise and compassionate care.

If you meet an extraordinary nurse during your stay, please visit houstonmethodist.org/daisy-awards or ask your charge nurse for a nomination form.
Your Health Care Team
In addition to your doctors and nurses, many professionals may make up your health care team.

**Registered dietitians** may review your medical record and work with your health care team to develop a nutrition care plan. Dietitians are available for education and questions.

**Physical therapists, occupational therapists** and/or **speech pathologists** may be consulted by your health care team to identify resources you may need to continue your recovery after you leave the hospital.

**Pharmacists** are on duty 24/7 and review your medication list regularly to ensure medication safety.

**Case managers** are nurses who help with discharge planning, including home care, transfer to another health care facility, or arranging for medical equipment.

**Social workers** offer emotional support, counseling and guidance to help patients and families with financial, social and emotional challenges, as well as lifestyle adjustments, due to a change in health.

**Chaplains** are available to help you address your emotional and spiritual needs. They can talk with you directly, or they can assist you in contacting a representative of your faith.

Pain Management
Managing your pain is one of our key goals while you’re here. We want to make sure you’re as comfortable as possible. You are the only one who can measure your pain. Please tell your nurse or doctor when you experience any level of pain. We are committed to responding to your pain quickly and to helping you prevent pain when we can.

At Houston Methodist, we use the scale to the right to help patients communicate their pain level. This scale is also located on the communication board in your room.

Hospital Pharmacy
The Houston Methodist Pharmacy Department is committed to partnering with you to meet all your medication needs. We can answer any questions you have about your prescribed medications.

**The hospital pharmacy will:**
- Provide all medications your doctor orders during your stay
- In some situations, we may need to provide medications you bring from home
- Work with your doctor to choose other medications if an ordered medication is not in stock
- Not dispense or provide non-FDA regulated herbal supplements

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Wong-Baker FACES®
Pain Rating Scale

© 1983 Wong-Baker FACES Foundation
During Your Stay

Biomedical Ethics
Decisions in the modern health care setting are getting more and more complicated, which can seem overwhelming. An ethics consultation, or discussion, helps patients and doctors determine which decisions or actions are most appropriate. Ethics consultations can help provide guidance in areas of uncertainty. An ethics consultation is a service available to all patients, families and health care professionals in the hospital at no charge. You might consider requesting an ethics consultation when you find yourself asking, “What's the right thing to do here?” or when you have questions about how to interpret an advance directive. We can also address concerns or questions regarding treatment decisions at the end-of-life, or refusing or removing life-sustaining treatment.

If you would like to talk with a member of Houston Methodist’s bioethics consultation services team, please ask your nurse to page the ethics consultant on call.

Guest Relations
A team of patient liaisons is available to help patients and visitors with any questions, concerns or special requests that may arise during their hospital stay. A liaison is available 24/7 at 713.441.4100.

Spiritual Care
Regardless of your religion or faith, Houston Methodist’s Department of Spiritual Care and Values Integration strives to provide you with resources to fulfill your spiritual needs while in the hospital. Our staff chaplains, volunteer lay ministers, Catholic Eucharistic ministers and volunteers work together to offer 24/7 spiritual support and resources, including Bibles (in English, Spanish and additional languages), other sacred texts, prayer, bereavement support and more.

Our chapel and other sacred spaces are open 24/7. Please see the map on page 4 for locations.

If you have an urgent need, call your nurse or the hospital operator and ask for the on-call chaplain. You may also call 713.441.2381.

Volunteer Services
Volunteers are a key part of our hospital. They contribute their time, services and energy to help you have a more pleasant stay. You will find them throughout the hospital. They are happy to serve you, so let them know if they can help.

Most volunteer programs are accessible Monday through Friday, 8 a.m. to 5 p.m. Some include after hours from 5 to 9 p.m. and weekends.

For more information or to find out how our volunteers can help you, visit houstonmethodist.org/volunteer or call 713.441.3360.

Food Services
Houston Methodist offers a food service we call “Treat Yourself,” which is available seven days a week, from 6:30 a.m. to 7:30 p.m. You can order your meal when you are hungry, and not at a set time. Food arrival time is approximately 45 minutes. A full-time dietitian is available to help meet special nutritional needs.

Guest trays are available for visitors for $12 per meal, and are delivered to your room. Guest trays are not permitted in the intensive care unit.

To order food, call 713.441.FOOD (3663).

If you have questions or concerns, please call the patient food services manager at 713.441.2500.
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Patient Financial Responsibilities

Billing
Your hospital bill includes the cost of your room, meals, 24/7 nursing care, laboratory work, tests, medications, therapy and the services of hospital employees. You will receive a separate bill for professional services, including doctors, radiologists, pathologists and others, incurred during your stay.

The hospital is responsible for submitting bills to your insurance company and will do everything possible to expedite your claim. Your policy is a contract between you and your insurance company. You have the final responsibility for payment of your hospital bill.

Houston Methodist Hospital
PO Box 4315
Houston, TX 77210-4315
832.667.5900 or 877.493.3228

How to Settle Your Bill
Before you leave, we ask that you pay your co-payment, deductible and/or co-insurance. If Patient Access Services has not cleared you, please check on your account by asking to speak with a financial counselor. You can also stop by the cashier’s office before you leave.

Main Building
1st floor
Suite 126

Payment can be made by cash, personal check, MasterCard, Visa, American Express, Discover or traveler’s checks.

Affiliated Providers
Upon admission or services rendered at any Houston Methodist facility, you or your legal representative must assume some or all of the following responsibilities:

• You or your legal representative can accrue billing from the hospital, the doctors and affiliated entities
• If you have surgery, you can accrue billing from the anesthesiologist, surgeon and an independent surgical assistant
• The affiliates listed at right are contracted with various insurance plans and may not be covered under your individual plan. Please check with affiliates to determine if they are contracted

Houston Methodist Pathology Associates
PO Box 4701
Houston, TX 77210-4701
800.874.1705

Houston Radiology Associated (HRA)
2190 N. Loop W., Suite 250
Houston, TX 77018
281.206.9050

Emerigroup Physician Associates
PO Box 24125
Fort Worth, TX 76124-1125
800.378.4134 or 817.451.4208

U.S. Anesthesia Partners
1500 CityWest Blvd., Suite 300
Houston, TX 77042
855.877.2810

MASTOS Imaging
PO Box 4109
Houston, TX 77210-4109
281.359.7788

Texas Children’s Physician Services Organization
PO Box 4984
Houston, TX 77210-4984
832.824.2300 or 800.722.2570
Insurance
As a service to our customers, Houston Methodist will forward a claim to your commercial insurance carrier based on the information you provide at registration. It is important for you to provide all related information, such as policy number, group number and the correct mailing address for your insurance company. Claims will be filed for inpatient and outpatient hospital charges approximately three to five days after discharge.

Visit houstonmethodist.org for an updated list of our managed care plans.

If you have questions or need further information while you are still in the hospital, please call patient access services at 713.394.6622.

If you have questions after your discharge, call the Houston Methodist Centralized Business Office at 832.667.5900.

Medicare
Houston Methodist is an approved Medicare provider. All services billed to Medicare follow federal guidelines and procedures. Medicare has a Coordination of Benefits (COB) clause.

At the time of service, you will be asked to answer questions to help determine the primary insurance carrier paying for your visit. This is referred to as a Medicare Secondary Payer Questionnaire and is required by federal law. Providing accurate information allows us to bill the correct insurance company. Hospital personnel cannot call Medicare on your behalf to correct COB. The call has to be made by the patient.

Secondary insurance may cover Medicare deductibles and coinsurance. If you do not have a secondary insurance, you will be asked to pay or establish a payment plan. If you are not able to pay, we will help you figure out if you qualify for financial assistance.

Coordination of Benefits
Coordination of Benefits (COB) is a term used by insurance companies when you have two or more insurance policies.

This usually happens when both spouses are listed on each other’s insurance policies, when both parents carry their children on their individual policies, or when there is eligibility under two federal programs.

Most insurance companies have COB rules that determine who pays medical expenses. This prevents duplicate payments. COB priority must be identified when you are admitted to comply with insurance guidelines. Your insurance company may request a completed COB form before paying a claim. Every attempt will be made to notify you if this happens. The hospital cannot provide this information to your insurance company. You must work with your insurance company for the claim to be paid.
Financial Assistance Policy

Houston Methodist is committed to providing charity care to persons who are uninsured, underinsured, ineligible for a government program, or otherwise not able to pay for emergency and medically needed care based on their individual financial situation.

Patients whose family income is at or below 200 percent of the Federal Poverty Level (FPL) are eligible to receive free services, and patients whose family income is above 200 percent but not more than 400 percent of the FPL are eligible to receive services at a discounted amount. This discounted amount is not to exceed the average amount Houston Methodist would get paid by private insurance and Medicare, including any patient payments in the form of deductibles, co-payments and co-insurance.

You will not be required to make advanced payments or payment arrangements for emergency and medically necessary services before you receive care. But if you are required to pay a discounted amount, and you cannot pay it in full after the services are provided, Houston Methodist will attempt to collect it. We will send monthly invoices asking for payment. If you cannot pay the discounted amount in a single payment, we offer interest-free extended payment options. Any discounted amounts remaining unpaid will be turned over to a third-party collection agency for further collection attempts. Third-party collection activity will not include personal liens, legal actions or credit bureau notification.

A free copy of Houston Methodist’s financial assistance policy, the financial assistance application and collection policies are available at houstonmethodist.org/billing. You can also find these documents in admitting and registration areas, or you can call the centralized business office to ask for them in various languages.

Houston Methodist’s financial assistance team can answer questions and provide information about the financial assistance policy. We can help you with the application process. We are open Monday through Friday, from 7 a.m. to 7 p.m., and on Saturday from 8 a.m. to noon.

Completed financial assistance applications and all supporting documents can be faxed or mailed to the centralized business office.

Houston Methodist Centralized Business Office
Attn: Financial Assistance Unit
701 S. Fry Rd.
Katy, TX 77450
832.667.5900 or 877.493.3228
Fax: 832.667.6014

Financial Assistance Program

To learn about Houston Methodist’s financial assistance program, you can speak with a financial counselor by calling 713.394.6807.

Our financial counselors will ask you or your family member to complete a financial assistance application for uncompensated or discounted hospital care.

Patient access services and patient accounting departments will be responsible for reviewing completed financial assistance application forms and determining eligibility. The eligibility criteria rely on income levels and means testing indexed to the federal poverty guidelines, updated at the beginning of each calendar year and available from the federal government.

Eligible applicants are classified as either financially indigent or medically indigent. The review may be conducted using either the traditional or fast-track method.
Giving Back

Share Your Story
Has Houston Methodist touched your life? We encourage you to share your experience with us. With your permission, your story could be included in a Houston Methodist communication or special event.

Support Houston Methodist through the Gifts of Gratitude Program
When you receive care at Houston Methodist, you become part of our family. Houston Methodist's commitment to your health and well-being goes beyond you to caring for your loved ones — now and for generations to come.

We invite you to ensure a legacy of health by giving, sharing and volunteering through the Gifts of Gratitude program. No matter how you partner with us, your involvement will make a significant difference in our patients' lives. Visit houstonmethodist.org/gifts-of-gratitude to learn more.

Join Our Mailing List
Learn more about Houston Methodist news and events by subscribing to our publications. Keep informed about the latest leading medicine advances and achievements throughout our hospital system.

Make a Philanthropic Contribution
We invite you to make a gift in honor of a Houston Methodist doctor, nurse or other staff member who has made a difference in your care. These honorary gifts help advance Houston Methodist's leading medicine mission by supporting research, education and patient care. Make your gift online at houstonmethodist.org/giving or by mail to Houston Methodist Hospital Foundation, PO Box 4384, Houston, TX 77210-4384.

Become a Volunteer
Giving of your time and sharing your experiences can make a wonderful difference in the lives of other patients. Houston Methodist volunteer opportunities range from participating in support classes, speaking engagements, organizing events and many other important activities. Visit houstonmethodist.org/volunteer for opportunities and additional information.

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Services

Drug Information Center
We provide clinical, research and educational support to optimize drug therapy and promote wellness for patients. Services are available to health care professionals and the general public. We answer patient-specific and general inquiries regarding all aspects of medication use, providing accurate, current and unbiased drug information in the support of rational drug therapy.

For more information, please call 713.441.4190. Hours of operation are Monday through Friday, 8 a.m. to 5 p.m. Please leave a message, and your call will be returned by the next business day.

Eileen Murphree McMillin Blood Center
The Eileen Murphree McMillin Blood Center at Houston Methodist Hospital transfuses more than 55,000 blood components each year. It is open Monday through Friday, from 8:30 a.m. to 5:30 p.m. For an appointment, call 713.394.6711 or for more information, call 713.441.3415.

Houston Methodist Weight Management Center
We provide comprehensive and globally recognized programs for medical weight management, bariatric surgery and diabetes education. Our highly trained clinical staff of doctors, surgeons, nurses, dietitians, clinical psychologists and licensed clinical social workers are dedicated to empowering patients to lose weight, keep it off long term, and lead healthier lives. To take a step toward a healthy lifestyle, visit houstonmethodist.org/weight-loss or call 832.667.LOSE (5673).

Notary Services
Notary services are available in the patient access service areas in the Main Building, Outpatient Center, Smith 5 and emergency department. You must have appropriate identification and be able to sign the documents. In addition, witnesses to documents must provide proper identification. We cover all documents except advance directives. Last wills and testaments may be notarized by contacting your patient liaison at 713.441.4100.
Amenities

Animal Visitation
The Volunteer Services Department, using the services of certified Animal Assisted Therapy groups in the Greater Houston area, offers patients routine pet visitations in their rooms or other selected areas.

A visit from a patient’s healthy personal pet may also be arranged, with doctor approval, through PAWS. A veterinarian’s certificate showing up-to-date vaccinations is required, as well as other relevant health records. To learn more, call 713.441.3351.

Center for Performing Arts Medicine
The Houston Methodist Center for Performing Arts Medicine has become one of the nation’s leading centers for specialized health care and education of performing and visual artists, as well as effective and meaningful integration of the performing and visual arts into the hospital environment.

Pianists perform in Crain Garden from 9 a.m. to 5 p.m. most days of the week, and the primary art gallery is located on the Dunn Tower crosswalk (second floor).

For more information, please call 713.441.4048.

Healing Garden
The Healing Garden offers outdoor green space for sitting, meditation and prayer. The space is located on the first floor, between Dunn Tower and Fondren Tower.
Mediation Room
Located in the Outpatient Center on the second floor, near the elevators, this quiet space allows patients and visitors an opportunity to reflect, meditate and pray in a peaceful environment. The meditation room is open 24/7.

C. James and Carole Walter Looke Family Pavilion
With 18 elegant rooms and six deluxe suites, the Looke Pavilion provides the finest medical care and deluxe service available.

The Looke Pavilion has secure access and offers special amenities, including luxurious linens, exquisite cuisine prepared by our international culinary staff, daily afternoon tea, deluxe robes and amenity kits, hair dryers, three daily newspapers, town car service, and the service of a patient liaison.

All of our registered nurses are trained to care for medical and surgical patients.

For more information, please call 346.238.9100.

Therapeutic Massage and Acupuncture
The stress of illness can be hard on patients and families. We offer professional therapeutic massage therapy to help you relax, renew and rejuvenate. Therapeutic massage can be performed in the Houston Methodist Outpatient Center or in patient rooms with doctor approval.

Acupuncture is a complementary approach to prevention and healing, and it works effectively with standard western medicine, including pain, migraines, arthritis, women’s health issues, gastrointestinal disorders, nervous system and muscular disorders, stress, anxiety, depression, chronic fatigue, low immunity, and respiratory disorders. Acupuncture services are provided in the Outpatient Center.

For more information or to schedule an appointment, please call 713.363.7007 and select option 3, or visit the Outpatient Center, 23rd floor. Payment is required at the time of service.