PATIENT GUIDE
Everything You Need to Know About Your Stay at Houston Methodist Willowbrook Hospital
Welcome

Dear Guests,

Welcome to Houston Methodist Willowbrook Hospital. We understand you have a choice in your health care provider, and we thank you for choosing Houston Methodist. It is our pleasure to serve you and your family members who may be accompanying you during your visit. We believe your encounter with us is of utmost importance, creating a personal and meaningful experience for our patients and guests – it is what we call the Houston Methodist experience.

Caring for you means more than addressing your physical needs; it also includes the emotional and spiritual aspects of the healing process. You should expect to see all hospital team members and physicians exhibit our I CARE values of integrity, compassion, accountability, respect and excellence, while providing innovative and personal care to you and your family.

We are a major tertiary care center serving the growing Northwest Houston area, bringing innovation, expertise, state-of-the-art technology and specialized care to the community. Our hospital is recognized regionally and nationally for excellent patient outcomes and quality measures. These accolades and distinctions, among others, reinforce the quality care and clinical excellence we strive to provide and that patients have come to expect. Please let us know how we can make your stay more comfortable.

Again, thank you for choosing Houston Methodist Willowbrook Hospital.

Sincerely,

Keith Barber
CEO, Houston Methodist Willowbrook Hospital
Senior Vice President, Houston Methodist

Houston Methodist Willowbrook 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 Willowbrook Hospital as a recognized leader of medical expertise and innovative, personalized care in our community.

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.
**North Pavilion**

**FIRST FLOOR**  
Admitting  
Chapel  
Emergency Department  
Imaging Center  
Lab  
Lori’s Gift Shop  
Pathway Café  
Registration

**SECOND FLOOR**  
Cardiac Cath Lab  
Endoscopy  
Operating Rooms

**THIRD FLOOR**  
Intensive Care Unit

**FOURTH FLOOR**  
Swadesh Khurana Healing Garden

**FIFTH FLOOR**  
Patient Rooms

**SIXTH FLOOR**  
Patient Rooms

**SEVENTH FLOOR**  
Patient Rooms

**Women’s & Children’s Pavilion**

**FIRST FLOOR**  
Breast Care Center  
Conference Center  
Infusion Center  
Lori’s Gift Shop  
Medical Records  
Outpatient Lab  
Sleep Center

**SECOND FLOOR**  
Childbirth Center  
Patient Rooms

**THIRD FLOOR**  
Patient Rooms

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**Centerfield Building**  
13802 Centerfield Dr.

**FIRST FLOOR**  
Cancer Center  
Outpatient Surgery Center

**SECOND FLOOR**  
Rehabilitation Services

**THIRD FLOOR**  
Orthopedics & Sports Medicine

**Hargrave Building**  
13300 Hargrave Rd.

**FIRST FLOOR**  
Advanced Wound Care Program  
Wellness Center  
Weight Management Center

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**MAP LEGEND**

DINING  
ELEVATOR  
RESERVED PARKING  
RESTROOM  
GIFT SHOP  
VALET PARKING  
INFORMATION  
EMERGENCY ROOM  
PARKING

**PARKING**

For your convenience, valet parking is available at the main entrances of the Women’s & Children’s Pavilion and the North Pavilion. The valet parking service will operate Monday through Friday, excluding holidays, from 7 a.m. to 6:30 p.m. To retrieve your vehicle after hours, please call the telephone number on the valet ticket. Both valet parking and self-parking are complimentary.
Getting Admitted
Your doctor manages your 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. You will find the following in your room:

- 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
- Ask your nurse for additional blankets or pillows
- Ask your nurse for toiletries if needed

Housekeeping staff will clean your room, and the nursing staff will offer to 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 | 281.737.1963

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 Monday through Friday, from 7:30 a.m. to 6 p.m.

Spiritual Care | 281.737.1353

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 commitment is to be available when you need spiritual care. Our staff chaplains and spiritual care volunteers, work together to offer spiritual support and resources, including pastoral counseling, prayer, Catholic Eucharistic services, bereavement support, Bibles (in English, Spanish and additional languages), other sacred texts, and more.

Our chapel is open 24/7 and is located on the first floor of the North Pavilion (near the Imaging Department).

If you would like to speak with a chaplain or have a chaplain visit, please inform your nurse or call the Spiritual Care Office.

Volunteer Services | 281.737.1063

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.

Food Services | 72665 (7COOK)

Houston Methodist Willowbrook offers room service for your dining enjoyment. To order from the menu, simply dial 72665 on your hospital phone to place your order when you are ready to eat your breakfast, lunch or dinner. You may order your meals any time between 7 a.m. and 6:30 p.m. After your order is received, your meal will be delivered within 45 minutes to an hour. A clinical dietitian is available to answer questions regarding your diet.

A guest may dine with you at your bedside. The daily menu is offered at $8 per meal. Please dial 72665 on your hospital phone if you’d like to learn more about the guest meal process. The Pathway Café is open for visitors Monday through Friday from 7 a.m. to 9 p.m., and Saturday through Sunday from 7 a.m. to 5 p.m. The café is located on the first floor in the North Pavilion of the hospital.
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When your condition improves or changes, you will be discharged from the hospital to return home or transfer to another health care facility.

What to Expect During Discharge

When your doctor says you are ready for discharge, many people go to work behind the scenes to get you ready for home or your next health care destination. Our staff will make every effort to discharge you early in the day. Your nurse will lead the charge in getting the doctor to sign important documents, working to get necessary medical equipment and prescriptions ordered, and other necessary actions. You should begin gathering your belongings, arranging transportation, and preparing to leave. This process may take several hours, and we appreciate your patience as we ensure the best transition for the next phase of your healing and recovery.

Within 24 hours after discharge (or Monday if discharged Friday or Saturday), you will receive a two-minute automated phone call from us, asking if you have any questions or concerns about your health status. If you indicate you’d like to speak with us, a care team member will contact you directly to address your needs.

Continued Care

You may require home health care, which means a nurse, therapist or other health care professional will visit you at home to continue care.

If you need further inpatient care, you may be transferred to a facility such as:

- **Inpatient rehabilitation** – dedicated to physical rehabilitation
- **Long-term acute care hospital** – provides intensive medical and rehabilitative care for patients with complex needs, usually for 18-25 days
- **Nursing home** – residential, 24/7 nursing care
- **Hospice** – focuses on comfort and quality of life for terminal patients

Before You Go

- Ask your nurse to call a case manager if you have questions or concerns about your discharge plan or care after your hospital stay, including medical equipment you may need during your recovery
- Ask your nurse to return any medications you brought from home
- Make sure you have someone available to pick you up or go with you to the health care facility where you’ll be admitted – and talk to your nurse about an anticipated time
- Check every space in your hospital room and restroom for personal belongings

Patient Satisfaction Survey

After you leave the hospital, you will receive a patient satisfaction survey in the mail from Houston Methodist within a couple of weeks. To ensure your privacy, this survey is conducted by an independent third party. Please take the time to complete and return the survey. We will use your feedback to improve the care and services we provide.
At Home
Once you are home, remember to continue working to improve your health. Keep up with medications, diet, activity, incision care and follow-up appointments or care.

Follow-Up Appointments
If your doctor or nurse ordered additional tests, therapy or follow-up appointments, it is important to schedule them quickly. Call your primary care doctor to notify him/her about your hospitalization and plan of care.

Outpatient Care
Houston Methodist will file with your insurance company for outpatient hospital charges. Be sure to ask your doctor about special preparations for these procedures.

You are encouraged to register for outpatient procedures in person at least two days before your procedure.

North Pavilion or Women’s & Children’s Pavilion
First floor lobby

Patient Portal: Houston Methodist MyChart
Houston Methodist MyChart provides you convenient, online access to portions of your health records — from home or wherever and whenever you need. With Houston Methodist MyChart, you or your designee can:

- Review your visit summary: View clinical discharge summaries with prescription and follow-up notes
- Access test results sooner: See your results and doctor’s comments when they're available.
- Pay your Houston Methodist bills securely: Review your medical bills and send secure payments online

To sign up for Houston Methodist MyChart, visit houstonmethodist.org/mychart and select “Sign Up Now.” An activation code may be provided at admitting, during registration, on your after-visit summary, or on your billing statement.

Houston Methodist MyChart is also available as an app for mobile devices. Download the app from Apple App Store or Google Play.

For more information or help with your account activation, please call 832.667.5694.

Long-Term Acute Care Hospital
Houston Methodist Continuing Care Hospital proudly serves the Greater Houston area, focusing on the needs of patients who need extended hospital care. Located in Katy, west of the Texas Medical Center, we are committed to providing our patients high quality and safety, with a central focus on the patient and family.

Our unique approach combines a comprehensive, interprofessional team of specialty doctors, nurses, therapists and other health care providers with the family to get the outcomes the patient needs.

houstonmethodist.org/continuing-care

Main hospital: 832.522.7550
Referral line: 832.522.5822
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 Willowbrook Hospital
281.737.7190
18220 State Hwy. 249
Houston, TX 77070

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.

North Pavilion
First floor lobby

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 Hospital
PO Box 4315
Houston, TX 77201
832.667.5900 or 877.493.3228

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

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

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

MASTOS Imaging
PO Box 4109
Houston, TX 77210-4109
713.426.4010

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 281.737.7190.

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

Financial Assistance Program

To learn about Houston Methodist's financial assistance program, you can speak with a financial counselor by calling 281.737.2048.

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.

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.

To participate in the Gifts of Gratitude program or to learn about additional giving opportunities, visit houstonmethodist.org/giving or call 832.667.5816.

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.

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.