

Pursuant to California law, the following notice must be provided to you in a hardcopy format.

### **Discharge Notice**

Stanford Health Care and Stanford Health Care Tri-Valley offer a variety of options available to our patients who are uninsured or underinsured, including discounts, no interest payment plans, and financial assistance or charity. If you are facing financial hardship, we encourage you to apply to Medi-Cal or explore other government programs that may be of assistance. If you do not qualify for those programs, or if you have substantial financial liabilities despite having insurance, you may qualify for our financial assistance program.

You may qualify for financial assistance based on your family size and income, even if you have health insurance. Financial assistance may not cover all health care costs, including services provided by other organizations. Assistance is awarded if you meet the financial assistance guidelines which includes if your household income is 400% or less of the Federal Poverty Level.

### **How to Apply**

You can access an application for Financial Assistance in multiple ways. Please visit online at: <https://stanfordhealthcare.org/for-patients-visitors/financial-assistance.html> or you may contact Customer Service and an application will be mailed. Financial assistance applications are also available in MyHealth.

If questions, while at one of our facilities please ask for information at the registration desk, visit the webpage address above, or call the Customer Service number listed below for additional information.

Call us Toll Free at 1-800 549-3720, Mon-Fri 9 am -5 pm (PST)

### **Discount Payment and Charity Care Policies**

View our financial assistance policies and related information in your preferred language at the following website <https://stanfordhealthcare.org/for-patient-visitors/financial-assistance.html>

You may also request a copy by calling Customer Service 1-800 549-3720, Mon-Fri 9 am -5 pm

### **Shoppable Services**

Better manage your health care with the Cost Estimator tool. The online tool offers an intuitive way to estimate your out-of-pocket cost of care for common exams, procedures, tests, and services, empowering you to make informed financial decisions about your treatment.

The online tool can be found at <https://stanfordhealthcare.org/for-patients-visitors/cost-estimator.html>

### **Help Paying Your Bill**

There are free consumer advocacy organizations that will help you understand the billing and payment process. You may call the Health Consumer Alliance at 888-804-3536 or go to [healthconsumer.org](http://healthconsumer.org) for more information.

You may be eligible for health care coverage under Covered California or MediCAL. Stanford Health Care and Stanford Health Care – TriValley participates in the MediCAL Hospital Presumptive Eligibility program. Please contact Customer Service at the Health Consumer Alliance for information about these programs.

## Hospital Bill Complaint Program

The Hospital Bill Complaint Program is a state program, which reviews hospital decisions about whether you qualify for help paying your hospital bill. If you believe you were wrongly denied financial assistance, you may file a complaint with the Hospital Bill Complaint Program. Go to [HospitalBillComplaintProgram.hcai.ca.gov](http://HospitalBillComplaintProgram.hcai.ca.gov) for more information and to file a complaint.

## Language Assistance

<b>English:</b>	ATTENTION: If you need help in your language, please call 650-723-4000 or visit any Stanford Health Care location, or call 925-447-7000 or visit any Stanford Health Care Tri-Valley location. Interpretation services are available 24/7. Aids and services for people with disabilities, like documents in braille, large print, audio, and other accessible electronic formats are also available. TTY phones are also accessible. These services are free.
<b>Arabic:</b>	انتباه: إذا كنت بحاجة إلى مساعدة في لغتك، فيرجى الاتصال ٦٥٠-٧٢٣-٤٠٠٠ أو زيارة أي موقع ستانفورد للرعاية الصحية، أو يرجى الاتصال برقم ٩٢٥-٤٤٧-٧٠٠٠ أو زيارة أي موقع من مواقع ستانفورد للرعاية الصحية في منطقة تاري فالي. خدمات الترجمة الشفوية متوفرة ٧/٢٤. تتوفر أيضاً المساعدات والخدمات للأشخاص ذوي الإعاقة، مثل الوثائق المكتوبة بطريقة برايل، والمطبوعات الكبيرة، والملفات الصوتية، وتوفر إمكانية الوصول إلى الصيغ الإلكترونية الأخرى. إمكانية الوصول أيضاً إلى هواتف المبرقة الكاتبة هذه الخدمات مجانية (TTY)
<b>Hindi:</b>	ध्यान दें: यदि आपको अपनी भाषा में सहायता चाहिए, तो कृपया 650-723-4000 पर कॉल करें या किसी स्टैनफोर्ड हेल्थ केयर लोकेशन पर जाएँ, या 925-447-7000 पर कॉल करें या किसी स्टैनफोर्ड हेल्थ केयर टाई-वैली लोकेशन पर जाएँ। इंटरप्रेटेशन सेवाएँ 24/7 उपलब्ध हैं। विकलांग लोगों के लिए सहायता और सेवाएँ, जैसे ब्रेल, बड़े प्रिंट, ऑडियो और अन्य सुलभ इलेक्ट्रॉनिक प्रारूप में दस्तावेज़ उपलब्ध हैं। TTY फोन भी सुलभ हैं। ये सेवाएँ निःशुल्क हैं।
<b>Chinese (Simplified):</b>	<b>请注意:</b> 如需语言协助, 请致电 650-723-4000 或前往任何斯坦福医疗中心 (Stanford Health Care) 就诊点, 也可致电 925-447-7000 或前往任何斯坦福三谷医疗中心 (Stanford Health Care Tri-Valley) 就诊点。口译服务全天 24 小时提供。残障人士可获得相应的辅助和服务, 如盲文文件、大字印刷文件、音频文件和其他无障碍电子格式文件, 听障人士可使用文字电话 (TTY)。以上服务均免费。
<b>Chinese (Traditional):</b>	<b>請注意:</b> 如果需要語言協助, 請撥打 650-723-4000 或造訪任何斯坦福醫療中心 (Stanford Health Care) 院所, 或撥打 925-447-7000 或造訪任何斯坦福醫療三谷醫療中心 (Stanford Health Care Tri-Valley) 院所。我們全天候提供口譯服務, 全年無休, 也提供其他殘障相關服務, 如點字文件、大字文件、語音服務, 也可以用其他無障礙電子格式呈現資訊, 並提供聽力障礙輔助通話服務。這些服務盡皆免費。
<b>Dari:</b>	توجه: اگر به زبان خود احتیاج به کمک دارید، لطفاً به تلفون ٦٥٠٧٢٣-٤٠٠٠ تماس بگیرید یا از هر مکان مراقبت بهداشتی استنفورد دیدن کنید، یا به تلفون ٩٢٥ ٤٤٧-٧٠٠٠ تماس بگیرید یا به هر منطقه ای از تری ولی مراجعه کنید. خدمات ترجمه در هر ساعت از شبانه روز ٢٤ ساعته در دسترس است. وسایل و خدمات برای اشخاص که ناتوانی های جسمی مثلا سند ها به خط بریل، کلمات چاپ کلان، صدا، و باقی فرمت های الکترونیک، قابل دسترس وجود است. تلفن های تایی نیز قابل دسترس میباشد. این خدمات مفت و رایگان هستند.
<b>French (France):</b>	ATTENTION: Si vous avez besoin d'aide dans votre langue, veuillez appeler le 650-723-4000 ou vous rendre dans n'importe quel établissement Stanford Health Care, ou bien appeler le 925-447-7000 ou vous rendre dans n'importe quel établissement Stanford Health Care Tri-Valley. Des services d'interprétation sont disponibles 24 heures sur 24 et 7 jours sur 7. Des aides et des services pour les personnes handicapées, tels que des documents en braille, en gros caractères, en format audio et en d'autres formats électroniques accessibles sont également disponibles. Les téléphones ATS sont également accessibles. Ces services sont gratuits.

<b>Korean:</b>	주의: 귀하의 언어로 도움이 필요하신 경우 650-723-4000으로 전화를 하시거나 스탠퍼드 헬스케어 어느 시설이라도 방문해 주십시오. 또는 925-447-7000으로 전화를 하시거나 스탠퍼드 헬스케어 트라이 밸리 어느 시설이라도 방문해 주십시오. 통역 서비스는 하루 24시간 7일 내내 제공됩니다. 브라우 점자로 된 문서, 글씨가 더 크게 나온 프린물, 음성 및 다른 편리한 전자 방식 등으로 장애를 갖고 계신 분을 위한 도움 및 서비스가 마련되어 있습니다. 텔레타이프라이터 전화기도 마련되어 있습니다. 이러한 서비스들은 무상으로 제공됩니다.
<b>Portuguese (Brazilian):</b>	ATENÇÃO: Se precisar de ajuda no seu idioma, por favor, ligue para 650-723-4000 ou visite qualquer local do Stanford Health Care, ou ligue para 925-447-7000 ou visite qualquer local do Stanford Health Care Tri-Valley. Serviços de interpretação estão disponíveis 24 horas por dia, 7 dias por semana. Auxílios e serviços para pessoas com deficiências, como documentos em braille, impressão ampliada, áudio e outros formatos eletrônicos acessíveis, também estão disponíveis. Telefones TTY também estão disponíveis para utilização. Estes serviços são gratuitos.
<b>Portuguese (European):</b>	ATENÇÃO: Se precisar de assistência no seu idioma, por favor, ligue para 650-723-4000 ou visite qualquer local do Stanford Health Care, ou ligue para 925-447-7000 ou visite qualquer local do Stanford Health Care em Tri-Valley. Serviços de interpretação estão disponíveis 24 horas por dia, 7 dias por semana. Auxílios e serviços para pessoas com deficiências, tais como documentos em braille, impressão ampliada, áudio e outros formatos eletrônicos acessíveis, também estão disponíveis. Os telefones TTY também estão disponíveis para utilização. Estes serviços são gratuitos.
<b>Russian:</b>	ВНИМАНИЕ! Если вам необходима помощь на вашем языке, вы можете позвонить по телефону 650-723-4000 или посетить любое лечебное учреждение Стэнфордской медицинской системы (SHC). Вы также можете позвонить по телефону 925-447-7000 или посетить любое лечебное учреждение Стэнфордского медицинского центра Трай-Вэлли (SHC – Tri-Valley). Переводческие услуги предоставляются круглосуточно, семь дней в неделю. Средства доступа и услуги для лиц с ограниченными возможностями, такие как документы на языке Брайль, крупный шрифт, аудио и другие доступные форматы, предоставляются по требованию. Для глухих и слабослышащих при необходимости доступен телетайп (TTY). Эти услуги предлагаются бесплатно.
<b>Spanish:</b>	ATENCIÓN: Si necesita ayuda en su idioma, llame al 650-723-4000 o visite una de las ubicaciones de Stanford Health Care; o bien, llame al 925-447-7000 o visite una de las ubicaciones de Stanford Health Care Tri-Valley. Los servicios de interpretación están disponible las 24 horas del día, los 7 días de la semana. También contamos con servicios y artículos para personas con discapacidad, como documentos en braille, letra grande, audio y otros formatos electrónicos de fácil acceso, así como teletipo telefónico (dispositivos TTY). Estos servicios son gratuitos.
<b>Tagalog</b>	ATTENTION: Kung kailangan mo ng tulong sa iyong wika, mangyaring tumawag sa 650-723-4000 o bumisita sa anumang lokasyon ng Stanford Health Care, o tumawag sa 925-447-7000 o bumisita sa anumang lokasyon ng Stanford Health Care Tri-Valley. Available ang mga serbisyo ng pagsasalin 24/7. Available din ang mga tulong at serbisyo para sa mga taong may mga kapansanan, tulad ng dokumento sa braille, malalaking print, audio, at iba pang naa-access na elektronikong format. Naa-access din ang mga TTY na telepono. Libre ang mga serbisyong ito.
<b>Vietnamese</b>	LƯU Ý: Nếu quý vị cần trợ giúp bằng ngôn ngữ của mình, vui lòng gọi số 650-723-4000 hoặc đến bất kỳ địa điểm nào của Stanford Health Care, hoặc gọi 925-447-7000 hoặc đến bất kỳ địa điểm nào của Stanford Health Care Tri-Valley. Dịch vụ thông dịch được cung cấp 24/7. Hỗ trợ và dịch vụ dành cho người khuyết tật, như tài liệu bằng chữ nổi, chữ in lớn, âm thanh và các định dạng điện tử dễ tiếp cận khác cũng có sẵn. Điện thoại TTY cũng có thể truy cập được. Những dịch vụ này là miễn phí.