


# **EXHIBIT 5**

 <b>SHORE HEALTH</b> UNIVERSITY OF MARYLAND MEDICAL SYSTEM	<b>ADMINISTRATIVE POLICY &amp; PROCEDURE</b>	POLICY NO:	LD-66
		REVISED:	11/12
	<b><u>PUBLIC DISCLOSURE OF CHARGES</u></b>	PAGE #:	1 of 2
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## CROSS REFERENCE

Administrative Policy LD-34: Financial Assistance

## SCOPE

This policy applies to Shore Health System ("SHS") acute care hospitals located in the State of Maryland; Memorial Hospital at Easton and Dorchester General Hospital.

## PURPOSE

To provide financial information to the communities we serve, the public and individual patients and payors with regard to the charges related to the services we provide.

## BENEFITS


Increase awareness of the cost of hospital care and make information available to the public to improve care decision making, planning and patient satisfaction.

### 1.0 POLICY


Information regarding hospital services and charges shall be made available to the public. A representative list of services and charges shall be made available to the public in written form at the hospital(s) and via the SHS website. Individual patients or their designated payor representative may request an estimate of charges for a specific procedure or service. This policy applies to all patients, regardless of race, creed, gender, age, national origin or financial status. Printed public notification regarding the program will be made quarterly.

### 2.0 PROCEDURE

- 2.1 For the provision of information to the public concerning charges for services, a representative list of services and charges will be available to the public in written form at the hospital and also via the SHS website. The information will be updated **quarterly** and average actual charges will be consistent with hospital rates as approved by the Maryland Health Services Cost Review Commission (HSCRC). The Patient Financial Services Department shall be responsible for ensuring the information's accuracy and updating it on a regular basis. The Patient Financial Services Department shall be responsible for ensuring that the written information is available to the public at the hospitals. The Corporate Communications Department will ensure that the information is available to the public on the SHS website.
- 2.2 Individuals or their payor representative may make a request for an estimate of charges for any scheduled or non-scheduled diagnostic test or service. Requests for an estimate of charges are handled by the Financial Counselors in the Patient Financial Services Department and/or Schedulers in Community-Wide Scheduling.

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- 2.3 The Patient Financial Services Department is responsible for ensuring that appropriate training and orientation is provided to their staff related to charge estimates and the CDM alpha-browse/estimator tool. Requirements for the Financial Counselors and Schedulers training to ensure that inquiries regarding charges for its services are appropriately handled include education on all necessary estimator tools both during their initial training and on annual job competencies.

  
 Gerard M. Walsh, Chief Operating Officer

<b>Effective</b>	09/12
<b>Revised</b>	11/12 (Minor Editorial Revision)
<b>Approved</b>	Walter Zajac, Sr. Vice President / CFO