Teejuh
Behavioral Programs and Counseling Services
A Sub-Governmental Agency of "The Native Village of DUT Lake"

Documenting Your "ER" Visit

WHAT TO BRING WITH YOU:

1. **Don't forget the folder** you created that includes all your medical information.

2. **Bring paper and a pen** to document your treatment received in the emergency room.

3. **Bring comfort Items** to the emergency room – snacks, tissues, hand sanitizer, cash for vending machines, or the pay phone (most hospitals ban the use of cell phones).

4. **We recommend bringing something to read** when you go to the emergency room to help pass the time and may relieve some anxiety by taking your mind off your surroundings.

WHILE YOU WAIT IN THE "ER"
Chances are you will need to:

1. **Document everything that happens to you** in the emergency room. The most important thing you can do is to keep a detailed log of every treatment you receive, the name of the person providing that treatment, any medications given, and the time you received each service.

2. **This information will be useful** to prevent any billing or treatment errors related to your emergency room visit. Please obtain the business care (or ask for a phone number) for every doctor you see in the emergency room in case your insurance company and/or managed care requests additional information. If you cannot keep this log during your emergency room visit, ask a family member or friend to help.

3. **Alert your insurance company or managed care program** that you are in an emergency room to prevent any denials of your medical bill.

4. **Make sure your Insurance/Managed Cares** demographic information is given to the **"ER"** or Hospital registration department. Therefore, being proactive will help prevent or damage your future financial, economic, and credit status.

5. **Ask to see a case worker** on duty in the "ER" department or hospital. Many people don't know that hospitals offer case management services. A case worker can be very helpful and reassuring during admittance or transfer to another hospital or when you're being discharged.

Avoid Additional Illnesses in the Emergency Room:

1. Refer to the list of allergies you brought into the emergency room, and remind everyone who treats you.

2. When you are about to receive a new service, have that person confirm your name and diagnosis to avoid being given the wrong treatment or medication.

Before You Leave the Emergency Room:

1. Make sure that **_you are given clear discharge instructions_** when you leave the emergency room or hospital. Read them immediately and ask questions.

2. **Ask for a copy of your emergency room report,** and ask to have an itemized copy of your medical services and charges mailed to you. Please, do not assume they will be sent to Chief Andrew Issac Health Center or your insurance company.

When You Get the Bill for Emergency Room Services:

1. **Check the bill against the log you created** while at the emergency room. Make sure you are not charged for services or medications you did not receive.

2. If there is an error on your emergency room bill, write to your insurance company or present the document to the CAIHC Managed Care Department or Dot Lake Villages Patient Advocate. Include a copy of your record and the services you received.

3. If your insurance company refuses to pay for the emergency room services or medication you received, don't be afraid to **file a claim**. However, according to **_Money Magazine,_** when an HMO denies payment for emergency room services and a claim is filed, 90 percent of the claims were paid.

SOURCES:

1. Requirements: Priority of Care – (I.H.S.Gov): https://www.ihs.gov/prc/eligibility/requirements-priorities-of-care/
2. Requirements: Notification – (I.H.S.Gov): https://www.ihs.gov/prc/eligibility/requirements-notification/
3. TCC's Patient Handbook: https://publicdocushare.tananachiefs.org/docushare/dsweb/Get/Document-1142/Patient
4. TCC's Patient Experience: https://www.tananachiefs.org/services/patients/patient-experience-program/
5. TCC's Patient Feedback: https://www.tananachiefs.org/services/patients/patient-feedback/