

Boca Raton Regional Hospital
Patient Handbook



Baptist Health

BRRH.com
561-955-7100

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Baptist Health



Our Mission

The mission of Baptist Health is to improve the health and well-being of individuals, and to promote the sanctity and preservation of life, in the communities we serve. Baptist Health is a faith-based organization guided by the spirit of Jesus Christ and the Judeo-Christian ethic. We are committed to maintaining the highest standards of clinical and service excellence, rooted in the utmost integrity and moral practice. Consistent with its spiritual foundation, Baptist Health is dedicated to providing high-quality, cost-effective, compassionate healthcare services to all, regardless of religion, creed, race or national origin, including, as permitted by its resources, charity care to those in need.

Our Vision

Baptist Health will be the preeminent healthcare provider in the communities we serve, the organization that people instinctively turn to for their healthcare needs. Baptist Health will offer a broad range of clinical services that are evidence-based and compassionately provided to ensure patient safety, superior clinical outcomes and the highest levels of satisfaction with a patient- and family-centered focus. Baptist Health will be a national and international leader in healthcare innovation.



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Some photographs in this brochure were taken prior to March 2020 and do not reflect current COVID-19 safety precautions, such as the required use of face coverings and social distancing in patient care areas.

This personal medical journal belongs to

Name _____

Home phone _____

Mobile phone _____

Email _____

Emergency contact information

Name _____

Home phone _____

Mobile phone _____

Email _____

For your family

Date _____

Parking area _____

Parking space _____

Date _____

Parking area _____

Parking space _____

Letter From the CEO



Welcome to Boca Raton Regional Hospital, and thank you for choosing our facility for your medical needs.

Upon entering our hospital, you will notice the pineapple – a symbol of our commitment to hospitality. Our compassionate, dedicated team members will welcome you with open arms, open hearts and open minds and strive to make your experience comfortable.

Boca Regional has been a vital and integral part of our community for more than 50 years. We are confident that you will benefit from our experience as well as the high-quality care and state-of-the-art technology we provide.

This patient handbook has been designed to assist you and your loved ones during your hospital stay. It explains patient rights and responsibilities, as well as processes that you can expect and hospital services that are offered. Please familiarize yourself with this information and talk to your caregivers if you have questions.

On behalf of our physicians, nurses and entire hospital staff, I extend best wishes to you for a favorable stay and quick return to good health and well-being. If you have any comments or suggestions, I encourage you to call the Office of Patient Experience at 561-955-4358.

Sincerely,

A handwritten signature in black ink that reads "Lincoln S. Mendez". The signature is fluid and cursive.

Lincoln S. Mendez, CEO
Boca Raton Regional Hospital

About Us

Boca Raton Regional Hospital

Boca Raton Regional Hospital is a recognized leader in oncology, cardiovascular disease and surgery, minimally invasive surgery, orthopedics, women's health, emergency medicine and the neurosciences, all of which offer state-of-the-art diagnostic and imaging capabilities. It is home to Lynn Cancer Institute, Marcus Neuroscience Institute, Lynn Women's Health & Wellness Institute, Lynn Heart & Vascular Institute and Drummond Physical Rehabilitation Institute. Boca Regional is the official sports medicine provider for Florida Atlantic University and Lynn University Athletics.

Boca Raton Regional Hospital serves as the primary teaching site for Florida Atlantic University's Charles E. Schmidt College of Medicine, which includes internal medicine, neurology and general surgery residency programs. As part of FAU's Consortium for Graduate Medical Education, our hospital hosts physician training programs in hospice care, palliative medicine and other specialties.

Boca Raton Regional Hospital Foundation

Boca Raton Regional Hospital Foundation is a not-for-profit, tax-exempt support organization for Boca Raton Regional Hospital. The hospital relies on philanthropic support from the community to continue to provide world-class care. To learn how you can make a difference, please visit [Donate. BRRH.com](https://www.BRRH.com) or call 561-955-4142.

Debbie-Rand Memorial Service League

Each year, Debbie-Rand volunteers donate collectively more than 155,000 hours of service, meeting the needs of patients, their families and the staff at Boca Regional. Volunteers work in over 60 departments and are an integral part of the hospital, acting as ambassadors to patients, employees and visitors; assisting patients and staff on nursing units; raising funds for equipment and services; planning special events; helping with our pet therapy program; delivering flowers and much more. They include high school and college students, adults, retirees and even former patients. They play a valuable and meaningful role in the lives of patients throughout our hospital. Over the years, our program has evolved into one of the largest hospital-based volunteer services in the country.

If you are interested in volunteering at Boca Raton Regional Hospital, please call the Debbie-Rand Memorial Service League volunteer office at 561-955-4098.

WOLD FAMILY CENTER FOR EMERGENCY MEDICINE

WOLD FAMILY CENTER
FOR EMERGENCY MEDICINE

GLORIA
DELMARINO
WAY

ARTHUR C. TORRES
RECEPTION AREA

About Your Stay

Visitor Guidelines

We encourage visitors as they are an important part of a patient's emotional support and recovery. Please visit BaptistHealth.net or scan the QR code for more information. (Guidelines are subject to change.) Here are the latest visitor guidelines:



- Be considerate of other patients by keeping noise to a minimum.
- Refrain from visiting if you have a cold, sore throat or any other contagious condition.
- Perform hand hygiene upon entering and leaving the patient's room.
- Observe precaution signs before entering the room.
- Step out of the room during tests or treatments, when asked.
- Check in daily with security to receive a visitor pass.

You may designate a family member or friend to serve as a support person during your stay. When requested, Boca Regional will make every effort to accommodate extended visitation for your support person. However, there may be limitations based on your condition or the effect on other patients. Please speak with the patient care supervisor or director of your unit regarding extended visitation.





Office of Patient Experience

We take pride in welcoming you, caring for you and earning your trust by providing high-quality and compassionate care. We know that every healthcare journey is personal. To deliver individualized care that results in better health outcomes, we strive to build connections in the moments that matter most to you and your family.

Whether you're here for an emergency visit, a one-night stay or an extended course of treatment, you will be assisted by a patient advocate. An advocate is skilled in dealing with the concerns that affect care and treatment. Our team of patient advocates treats everyone as an individual, with courtesy and respect. They listen to concerns, answer questions, include your loved ones and provide care with a sensitive and human touch. Our patient advocates provide the following:

- Explanation and support of patient rights and responsibilities
- Interpretation of hospital policy
- Assistance with translation services
- Emergency amenities
- Vision- and hearing-impaired services
- Guidance throughout your hospital stay

Patient advocates also serve as liaisons between patient, family, staff and physicians. A patient advocate can be reached by calling 561-955-4358 from 8 a.m. to 4:30 p.m.

Language Access Services

Our goal is for all patients to communicate in their preferred language. If you feel more comfortable speaking a language other than English, we will provide language interpreters at no charge. This service is provided to patients over the phone, via iPad, in person or through other auxiliary aids. Please let one of our team members know if you need these services.

Deaf and Hard-of-Hearing Services

Deaf patients who use American Sign Language (ASL) are provided sign language interpreters at no charge. Please notify us in advance if you require this service. Video remote interpreting, which provides quick access to remote ASL interpreters, is also provided.





Your Hospital Experience

Your opinion is valuable to us. We encourage you and your loved ones to provide us with feedback about your care during your stay at Boca Raton Regional Hospital. We appreciate any suggestions and/or recognitions related to your hospital experience. Please contact your nurse, the Office of Patient Experience at ext. 4358, or scan the QR code below to share your comments with us.



Once you have been discharged, you may be mailed or emailed a survey. The survey is a standardized tool for measuring satisfaction across all hospitals in the United States. Please take a few moments to answer the questions so that we can continually improve. We hope your experience with us exceeds your expectations, as our goal is to always provide exceptional care to our patients.

Your Room

A staff member will familiarize you with the conveniences in your room, including the telephone, television, call system, bed controls and patient-specific information board. Each bed is assigned a telephone number that your family and friends can use to call you directly. For your convenience, your phone number is on your patient information board. For local calls outside the hospital, dial “9” followed by the 10-digit number. For calls made to hospital departments or staff listed on your patient information board, simply dial the four-digit extension.



Calling for Assistance

It's easy to request assistance by using the call buttons on the sides of your bedrails, the hand-held remote connected to the wall and assistance pull cords in the bathroom. A health unit coordinator will communicate your needs and will send assistance. Your nurse's phone extension is located on the patient information board closest to your bed.

Personal Items and Valuables

Ask your nurse for assistance with toiletries or personal grooming needs. We provide a toothbrush, bathing wipes, towels, sheets, hospital gowns and nonslip socks. We urge you to leave valuables such as large sums of money, keys, jewelry, personal papers and credit cards at home. You can ask the nurse to have Security take these items for safekeeping. To keep personal items safe, you should:

- Keep eyeglasses and hearing aids in a case in the top drawer of your bedside table or in a secure place when not using them.
- Keep dentures in a denture cup in the top drawer of your bedside table or in a secure place — away from your food tray or on the bed linens.
- Keep clothing in your room closet, bedside table or suitcase.

Baptist Health is not responsible for any items that may be lost or stolen during your hospital stay.

Patient Dining

We strive to provide our patients with nutritional, high-quality food, no matter what type of diet your physician has prescribed. Your host/hostess will provide you with a menu of your meal options.

- Breakfast: 7-11 a.m.
- Lunch: 11:15 a.m.-2 p.m.
- Dinner: 4:15-6:30 p.m.
- Light snacks and sandwiches are available upon request through your host/hostess at the phone extension listed on your patient information board.

Guest trays are available for purchase during patient mealtimes for \$5 per meal. Special requests, such as a kosher meal, can be made through your host/hostess or by calling 561-955-7100, ext. 3246.



Housekeeping Services

Environmental Services provides housekeeping throughout the facility. Upon request, the nursing staff will bring extra bed linens, towels and toiletries. If your room needs attention or if there is an unexpected cleanup required, services are available 24 hours a day, seven days a week by calling ext. 5295 or notifying your nurse. During your stay, your room and restroom will be cleaned daily.

Nurse Rounding and Bedside Report

Nurses make frequent visits to check on patients. At the end of a nurse's shift, important information about each patient's care and condition is shared with the incoming nurse and may be shared with other members of the healthcare team. This nursing report takes place at the patient's bedside. We encourage you to participate and have someone (family member/friend, healthcare advocate/surrogate, for example) stay with you during the report, especially if that person will be assisting in your care after you are discharged from the hospital. However, for your privacy, the nurses will ask all others to leave the room before sharing your health information.

Patient- and Family-Centered Care

Research shows that the quality of medical care improves when patients and families have input into the planning, delivery and evaluation of healthcare services. Baptist Health embraces this philosophy of patient- and family-centered care. The core concepts of this philosophy include:

- Dignity and respect – Listening to and honoring patient and family values, beliefs, cultural backgrounds and choices
- Information sharing – Offering timely, accurate and complete information to patients and families
- Participation – Encouraging patients and families to take part in care and decision-making
- Collaboration – Seeking the opinions of patients and families

We encourage all patients and their loved ones to be active partners in their healthcare. Remember to speak up about any concerns or questions you may have.

Morning Laboratory Tests

While you are in the hospital, your doctor may order daily blood work to monitor your condition and treatments. In order for the results to be available to your physician during morning rounds, our laboratory staff will draw your blood very early in the morning.

Physician Team

While you are in the hospital, there may be several physicians involved in your care. The hospitalist is the primary doctor responsible for your care throughout your hospitalization, which includes entering your discharge orders and completing your prescriptions.

What Is a Hospitalist?

Hospitalists are physicians who work solely in the hospital and are available throughout your



stay to communicate with you and your family about your care and treatment. Hospitalist physicians will provide you with outstanding medical care 24 hours a day.

Hospitalists will:

- Keep a close eye on you
- Answer your family's questions
- Allow your primary care physician to be more available
- Coordinate your care with your primary care physician

Resident Physician Partnership

During your stay in the hospital, medical school residents from Florida Atlantic University (FAU) might join your healthcare team as they round on patients. These residents are valued members of our team and we're proud to partner with FAU's Charles E. Schmidt College of Medicine. We serve as the primary teaching site for FAU's internal medicine and general surgery residency programs and are part of a Graduate Medical Consortium supporting FAU residency programs. Our residents and post-graduate programs help elevate us from a community hospital to a tertiary academic medical center.

Discharge Process

Planning for your safe transition home or to another setting for your recuperation begins when you arrive at the hospital. Your post-hospital plan of care is dependent upon factors such as your medical condition, living arrangements, support systems and insurance coverage. Your multidisciplinary healthcare

team, led by your physician, will provide recommendations regarding the level of care and services you will require. Case managers will assist you and your family in developing the best and safest plan for discharge based on your individual needs.

Your attending physician will complete the discharge order, give any additional instructions and prescribe all medications. To ensure that you are discharged safely, there are important steps that need to be completed. The timing of your discharge depends upon services required on your written discharge.

We respectfully request your patience with this process.



General Information



Parking and Valet Services

As a courtesy to our patients and family members, complimentary valet parking is available at various entrances to Boca Raton Regional Hospital, including:

Second Floor, Schmidt Family Parking Pavilion: 5:30 a.m.-7:30 p.m., daily
(Serving the Marcus Neuroscience Institute, Surgery Center and Main Hospital)

Wold Center for Emergency Medicine: 24 hours day, 7 days week

Toppel Family Place: 24 hours day, 7 days week

If you do not wish to use our complimentary valet service, there is limited self-parking available to patients and visitors at no charge on the third floor of the Schmidt Family Parking Pavilion. Complimentary trams and/or shuttles operate throughout the day and are available at each entrance to assist with navigating the campus. As we continue to make improvements to our campus, we aim to provide the safest and most convenient access to our facility for all patients and visitors.

Pastoral/Spiritual Care

Our interfaith-trained chaplains are available to offer emotional and spiritual support to people of all faith traditions as well as those who subscribe to none. Our chaplains respect the beliefs of all individuals and want to be a source of comfort and encouragement. They are effective listeners, and they can provide religious rituals and sacraments for those who desire them as well as help coordinate services with other religious leaders, when needed. They can also help reduce anxiety, explore meaning and purpose, provide grief support and help with advance directives and end-of-life care discussions. This department also assists those who want access to the Shabbat room or wish to borrow LED Shabbat candles. You can request a chaplain's visit by talking to your nurse or calling 561-955-3388.



Automated Teller Machine (ATM)

For your convenience, there is an ATM machine located on the first floor of the hospital.

Electronic Devices

Cell phones are permitted in your room and throughout the hospital. Please note that there are areas in the hospital where reception may be intermittent due to medical equipment. Please keep your cell phone with you or store it in your bedside table. Boca Raton Regional Hospital is not responsible for any items that may be lost or stolen during your hospital stay.

Wireless Service

Free Wi-Fi is available for patients and guests. When searching for available wireless networks from your mobile device, select BRCHGUEST.

Patient Connect

Our patients now have a convenient and secure way to electronically access a large amount of personal medical data. Patient Connect, a portal located on the Boca Regional website, provides an entry point for patients to review their medical visits or treatment, see summaries of inpatient stays and monitor lab and radiology reports. Visit BRRH.com/Patient-Connect for more information.



Smoke-Free Environment

As part of our commitment to providing a safe and healthy environment, Boca Raton Regional Hospital maintains a no-smoking policy. Smoking is prohibited in all buildings and on all grounds of the hospital campus, including parking lots. This policy extends to all employees, patients and visitors.

Please note: The use of electronic cigarettes and chewing tobacco is also prohibited.

Thank you for your cooperation.



Boca Raton Regional Hospital Phone Directory

Dining Options

Cafeteria

Breakfast:

Monday-Sunday: 6-10 a.m.

Lunch/Dinner:

Monday-Friday: 11:15 a.m.-7 p.m.

Saturday and Sunday: 11:15 a.m.-6:30 p.m.

The cafeteria offers breakfast, lunch and dinner options ranging from quick-take items to hot foods.

561-955-4253





Hospital Services	
Environmental Services/Housekeeping	561-955-5295
Facilities/Maintenance	561-955-5353
Food and Nutrition	561-955-4253
Foundation	561-955-4142
General Information	561-395-7100
Gift Shop Cash and credit cards are accepted. Telephone orders and in-shop customers are welcome.	561-955-4100
Lost and Found	561-955-5678
Medical Records	561-955-4072
Office of Patient Experience	561-955-4358
Pastoral/Spiritual Care	561-955-3388
Patient Financial Services (Business Office)	561-955-4007
Rapid Reponse Team	561-955-5555
Ride Line	561-955-7433
Scheduling	561-955-4700
Security/Protective Services	561-955-7233
Volunteer Services	561-955-4098

Hospital Channels

Patient Relaxation Channel – 17

To support a healing environment, our patient relaxation channel offers soothing music and scenery. At the top of each hour, enjoy 20-minute segments of our popular Peaceful Mind Peaceful Life Wellness Series featuring Barb Schmidt, an educator, mindfulness advocate and author of The Practice, a toolkit that teaches people how to create their best lives. Topics include meditation, mindfulness, resilience and forgiveness. Learn more about our Peaceful Mind Peaceful Life Wellness Series at BRRH.com.

Baptist Health Patient Handbook Channel – 18

This channel provides a review of our patient handbook, which contains important information about your care as well as helpful phone numbers and resources for patients and visitors.

Patient Education Channel – 19

This channel offers informative programs on a variety of health topics. Programs include:

Medication Information: Boca Regional pharmacists provide helpful information on commonly prescribed medications for conditions such as constipation, anxiety, nausea, sleep disturbances, high blood pressure and pain management. Anticoagulants and antibiotics are also discussed. This information is presented in short segments between other channel programming.

Patient Connect: You will learn about the Boca Regional personal health record management system and methods to access your medical records from home.

New Parent Channel – 20

This channel educates parents on newborn care. It also offers breastfeeding education for new parents at Toppel Family Place.



Complimentary Touchless Magazine

Scan the QR code
to enjoy a number of
free magazines during
your stay.



Channel Lineup



Display No.	Channel	Display No.	Channel
17-1	Boca Regional Relaxation Channel	19-1	Boca Regional Patient Education
18-1	Boca Regional Patient Handbook	20-1	Boca Regional for New Parents
23-1	WPTV-HD NBC	51-1	The Weather Channel
24-1	WPBF-HD ABC	52-1	Bloomberg HD
25-1	WPEC-HD CBS	53-1	USA
26-1	WLFX-HD FOX	54-1	TNT
27-1	WTVX-HD UPN	56-1	Bravo
28-1	WTCN-SD IND	57-1	AMC
29-1	WXEL-HD PBS	58-1	TBS
30-1	WFGC IND	59-1	TLC
31-1	WHDT IND	61-1	WSCV Telemundo
32-1	WPXP ION PAX	62-1	UNI
33-1	WTCE Religious	63-1	A&E
34-1	WWHB-CA Azteca	64-1	Freeform
35-1	WBED-AN Education	65-1	Cartoon Network
36-1	WPBT-AN PBS	66-1	Discovery
40-1	ESPN	67-1	Animal Planet
41-1	ESPN2	68-1	Disney
42-1	The Golf Channel	69-1	Nickelodeon
43-1	NBC Sport Net HD	70-1	History Channel
44-1	FSN Florida	71-1	Travel
45-1	Sun Sports	75-1	HGTV
46-1	CNN	77-1	Food Network
47-1	Fox News	80-1	MTV
49-1	Headline News (CNN)	82-1	FX
50-1	CNBC		

Patient Identification

Before administering medications, providing transportation or performing procedures, we will validate your name and other personal information.

Why Do We Keep Asking Who You Are?

It is very important that we ensure you are the right person and you receive the right care, treatment and test results. It is vital that your safety and confidentiality are maintained.

We Will Periodically Ask for Your:

- Name
- Date of birth
- Address
- Medical record number
- Reason for visit

We Might Ask These Questions When You Are:

- Making and/or attending an appointment
- Entering the hospital
- Receiving medication or treatment
- Having a procedure, such as an X-ray or blood test
- Being visited in your home
- Experiencing medical staff shift changes



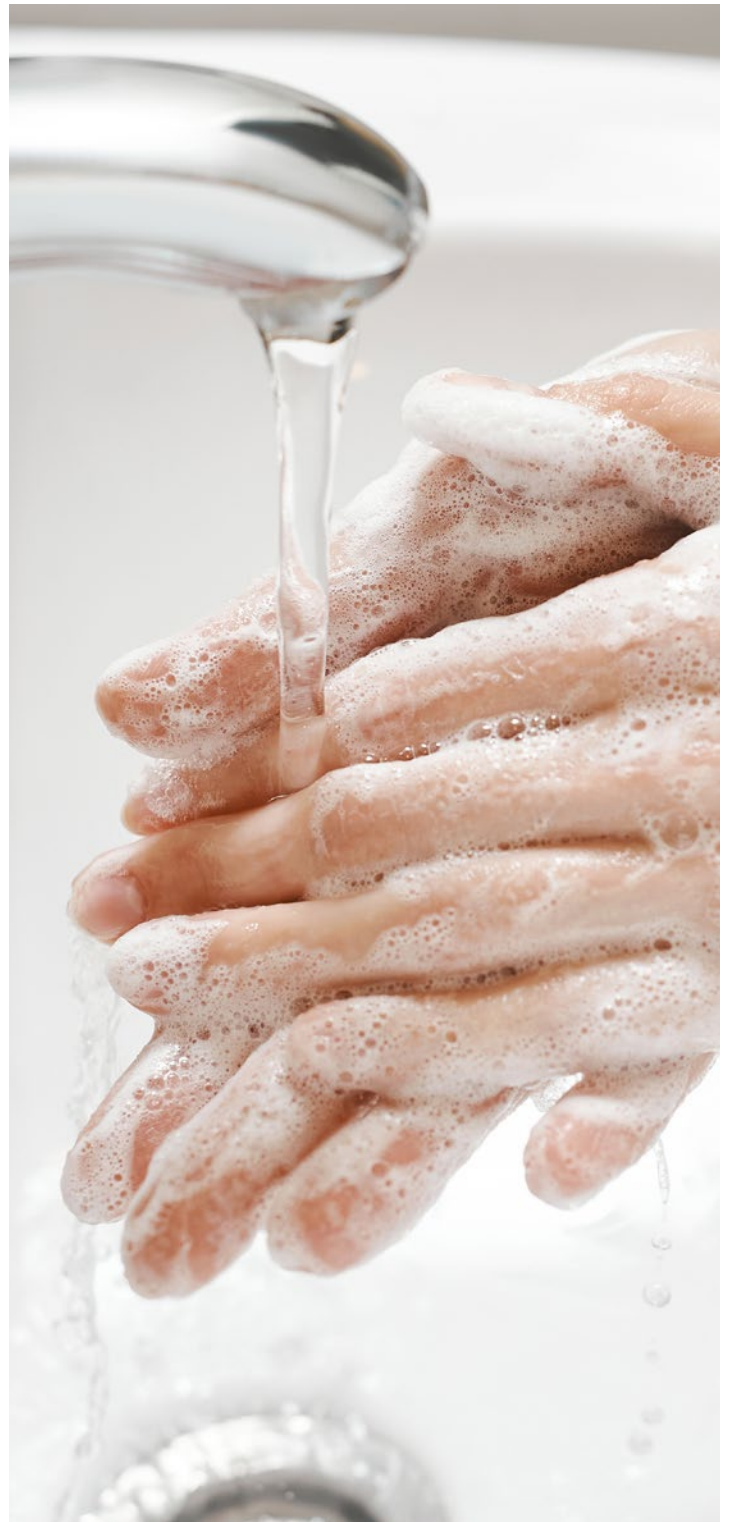
Preventing Infections — Handwashing



Hand hygiene is the key to preventing infection. Staff members will cleanse their hands before and after entering your room. This may be done with soap and water or the antiseptic spray located outside your room.

These guidelines will help keep you safe during your stay:

- Remind your doctors and nurses to clean their hands before touching you if you do not see them do so.
- Ask friends and family to clean their hands with soap and water or an alcohol hand rub placed near the entrance to your room before and after visiting you.
- Do not touch a surgical wound, dressing, IV and/or central lines.
- Ask your doctor and nurse to perform hand hygiene and put on gloves before touching your bandages.
- Tell your doctor or nurse immediately if bandages come off or become wet or soiled.

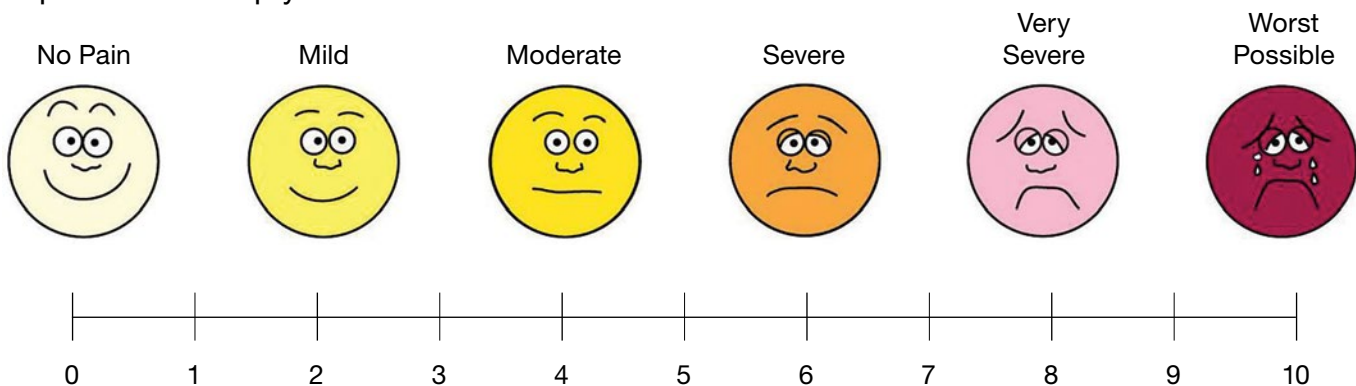


Pain Management and Preventing Falls

Pain Management

Your healthcare team cares about your comfort and well-being. We recognize that each person will experience pain differently. As part of your individualized plan for pain management, we will ask you to describe your pain and pain level. You may be asked to rate your pain on a scale of “0 to 10” or to choose a “face” on a scale that indicates your level of pain. This will also help your healthcare team determine if your treatment or medication should be changed.

If you feel your pain is not adequately relieved, please tell your nurse so that we can intervene as soon as possible to keep you comfortable.



Preventing Falls

Alarms are set on many kinds of medical equipment you may be using — IV pumps, bed alarms and oxygen saturation monitors, for example. They are set to better monitor your medical condition and determine the best treatment possible. Please do not attempt to silence an alarm or change any settings on your medical equipment. If an alarm alerts, please use your call light to notify your nurse or call the nurses’ station.

Patients of all ages are at risk for falls while in the hospital. The unfamiliar environment, acute illness, surgery, bed rest and medications place patients at risk. Your nurse will discuss with you the potential side effects of medications that increase your risk for falls. These guidelines will help keep you safe during your stay:

- Encourage family members and/or your support person to stay with you as much as possible.
- Keep frequently used items, including the nurse call bell, within reach.
- When changing positions, move in a slow, controlled manner, allowing your body to adjust.
- Ask for assistance before getting out of bed to use the bathroom or bedside commode.
- Wear nonskid socks (available from your nurse) or slippers.
- Limit bed rest whenever possible to prevent functional decline.



For Your Safety and Security

Privacy

Baptist Health has a long-standing commitment to protecting the privacy rights of our patients. We work very hard to ensure that our patients' rights are honored. With today's technological advances, many people use their cell phones and other cameras to take and share photographs. To ensure everyone's privacy, please be aware that you must have the express permission of other patients, guests and employees who may appear in your photographs.

If you have any questions, contact the Privacy Office at Privacy@BaptistHealth.net or call 786-596-8850.

See Something Say Something

Our patients are encouraged to speak up. Research shows that patients who take part in decisions about their own healthcare are more likely to get better faster. The Joint Commission, which provides accreditation services for hospitals, sponsors See Something Say Something to help patients be more informed about their care.

- S:** Speak up if you have questions or concerns. If you still do not understand, ask again. It's your body and you have a right to know. Feel free to speak up and ask anyone entering your room to perform hand hygiene if you did not see them do it.
- P:** Pay attention to the care you get. Always make sure you are getting the right treatments and medicines from the right healthcare professionals. Do not assume anything.
- E:** Educate yourself about your illness. Learn about the medical tests you get and your treatment plan.
- A:** Ask a trusted family member or friend to be your advocate (adviser or supporter).
- K:** Know what medicines you take and why you take them. Medication errors are the most common healthcare mistakes.
- U:** Use a hospital, clinic, surgery center or other type of healthcare organization that is carefully reviewed for quality of care by outside organizations. For example, The Joint Commission visits hospitals to see if they are meeting their quality standards.
- P:** Participate in all decisions about your treatment. You are the center of the healthcare team.

About Your Rights



Baptist Health believes it's important for you to take an active part in your healthcare. That's why we've provided you with this QR code to access Baptist Health's Patient Bill of Rights. By becoming familiar with these points, you can better participate in your care and act as a vital part of the healthcare team.

If you have any questions or concerns about your rights and responsibilities, please contact us at 800-955-8771, or after hours dial "0" and ask for Admitting.



Your Records and Hospital Bill

Requesting Copies of Your Medical Records

To receive a copy of your medical record, please complete the downloadable Release of Information form located on the internet at BRRH.com, or you can receive a form from Health Information Management by calling 567-955-4072. The completed form can be faxed to 561-955-4137, emailed to ROI@BRRH.com or mailed to 634 Glades Road, Boca Raton, FL 33431. The form must be completed before any records can be released.



Inpatient Versus Observation Status

Based on Medicare and insurance company guidelines, there are different types of admission status. While you are a patient here, you may not be admitted as an inpatient. If you have questions about your admission status, please ask to speak with a case manager or a business office representative. It is important to note that if you are admitted as an observation patient or outpatient, you will be responsible for any outpatient out-of-pocket expenses, such as co-payments, deductibles, diagnostic tests and certain medications, in accordance with your specific insurance plans. If you have questions about your insurance coverage, contact your plan provider.

Transparency in Healthcare

Services provided at Boca Raton Regional Hospital will be provided by the hospital as well as other healthcare providers who may separately bill the patient. These other healthcare providers may or may not participate with the same health insurers or health maintenance organizations as Boca Raton Regional Hospital. You should directly contact other healthcare providers who treat you in the hospital to determine which health insurers and health maintenance organizations they participate in as a network provider or preferred provider. The names, mailing addresses and telephone numbers of the healthcare providers and medical practice groups with which Boca Raton Regional Hospital contracts to provide services in the facility are listed on our website at BRRH.com/TransparencyInHealthcare.



Financial Assistance Policy



Eligibility and Assistance Offered

Financial assistance covers emergency or other medically necessary services provided by Boca Raton Regional Hospital, with the exception of cosmetic surgery or any other elective service deemed not medically necessary. Private room difference charges are also excluded unless medically necessary.

Boca Raton Regional Hospital automatically applies an 80% uninsured discount to every uninsured patient's account, and, in addition, offers financial assistance.

- Approval is available based upon income less than 200% FPG. Generally, this will qualify the patient for a 100% write-off of qualifying dollars.

Certain residency requirements apply for cases not originating in the Emergency Department. No one eligible for financial assistance will be charged more for emergency or other medically necessary care than the Medicare allowable amount. Please refer to the full policy for complete details.

How to Apply

To receive assistance, generally, patients must complete and submit a financial assistance application to Boca Raton Regional Hospital and provide supporting documentation. Certain circumstances may not require an application.

How to Obtain More Information

To learn more about our financial assistance program, obtain a free copy of the financial assistance policy, application, and policy summary, or obtain assistance with the financial assistance application process, please contact:

Boca Raton Regional Hospital

626 Glades Road, Boca Raton, FL 33486

Phone: 888-629-7686 or 561-955-4007

Walk-in Hours of Operation: Monday-Friday, 9 a.m.-4 p.m.

Phone: Monday-Friday, 8 a.m.-4 p.m.

You can also go online to BRRH.com and click Patients and Visitors, Online Bill Pay, then Help With Paying My Bill.

Financial assistance information is available in English and Spanish.



Important Questions to Ask Your Physician



What caused my symptoms? What do doctors know about its cause?

What are my treatment options? What are the goals for my treatment?

What are the risks of treatment and the risks of no treatment at all?



How long am I expected to remain hospitalized?

What medications are being administered to me? When can I expect to start feeling better?

What side effects might I develop?

After I am discharged, whom should I follow up with and when?

Can I have my family member on the phone to hear what is being said?

Notes

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There are approximately 20 lines visible. The paper has a slight shadow on the right side, suggesting it's resting on a surface. There is no handwriting or other markings on the paper.