Sample script for ‘Important Message from Medicare’ message

Editor’s note: Patient access staff members at Memorial Hospital in York, PA, use the following script when delivering the “Important Message from Medicare” to patients:

I have an important message from Medicare regarding your discharge rights. I am going to need your signature on this form. However, before you sign, it is important that you understand your rights. As a hospital inpatient, you have the right to receive medically necessary, covered services while you are here and after you are discharged if ordered by your doctor.

We have staff members who, in conjunction with your doctor, will plan for a safe discharge from the hospital and who will also arrange for any services that you may need after you leave the hospital. If you think you are being discharged too soon, you can talk to the hospital staff or your doctor. The phone number for the hospital care management staff is indicated on the form (point out phone number on form).

You also have the right to an appeal with Quality Insights of Pennsylvania. Instructions for this are on p. 2 (show reverse side of “Important Message from Medicare” form—point out). If you don’t appeal, but decide to stay in the hospital past your planned discharge date, you may have to pay for any services that you receive after that date.

For additional information, you may also call the 1-800-MEDICARE number (point out on form).

Please sign and date here to show you received this notice and understand your rights.

Source: Memorial Hospital, York, PA. Reprinted with permission.