

Business & Financial Services

Your bill represents the charges for services you received during your hospital stay. Please refer to the directory section entitled “Your Hospital Bill” for more information.

Our in-house Healthcare Finance Coordinator can help you estimate your potential financial responsibility (after insurance) for hospital services. We may request a down payment of this estimated amount. If requested, please visit our Healthcare Finance Coordinator or contact an account representative prior to going home. We appreciate your cooperation.

Medical Records

We keep a record of the services we provide for you. At your request, your doctor can contact our Health Information Management department directly for information about your stay. We cannot disclose your record to anyone else (including family members) unless we are authorized by law or directly by you to do so. This is a federal regulation.

If you need a copy of your medical records, please discuss your needs with our staff. “Release of Medical Information” forms may be picked up in the Health Information Management office.

Case Management

A member of our staff will assist you in making the arrangements for your discharge home or your transfer to another fa-

cility. This may include home health or other supportive care that is part of the Clark Fork Valley Hospital and Family Medicine Network.

Discharge Home

If a friend or family member is not available to take you home once you have been discharged by your physician, a staff member will help you arrange transportation.

Valuables

Please let your nurse know if any of your valuables were stored in our safe.

Prescriptions

We do not have a retail pharmacy here at Clark Fork Valley Hospital, but we will assist you in getting information about discharge medications to the pharmacy of your choice.

Patient Satisfaction Survey

We care what you think! You will be sent a Patient Satisfaction survey after your discharge. We hope you will take the time to complete the survey which provides us with important information about what we are doing well and how we can improve. If you complete a survey, we encourage you to answer each question as honestly as you can. Anytime you have comments to share, you are welcome to call or write our Customer Service Staff.



GOING HOME