|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | A physician referral program if it is primarily an internal marketing effort or only for attending physicians (unless for Medicaid or uninsured persons). | **Y** | **N** |  |
|  | Assistance to enroll in public programs, such as SCHIP and Medicaid. | **Y** | **N** |  |
|  | Case management of underinsured and uninsured persons that goes beyond routine discharge planning. | **Y** | **N** |  |
|  | Cosmetic surgery and other elective care for which financial assistance is not available. | **Y** | **N** |  |
|  | Enrollment assistance programs specifically designed to increase facility revenue. | **Y** | **N** |  |
|  | Health care support given to patients and families in the course of an inpatient or outpatient encounter. | **Y** | **N** |  |
|  | Information and referral to community services for community members (not routine discharge planning). | **Y** | **N** |  |
|  | Personal response systems, such as Lifeline. | **Y** | **N** |  |
|  | Physician referral programs for Medicaid and uninsured persons. | **Y** | **N** |  |
|  | Routine discharge planning. | **Y** | **N** |  |
|  | Telephone information services, such as Ask a Nurse, medical and mental health service hotlines, and poison control centers. | **Y** | **N** |  |
|  | Translation/interpreter services required of all providers. | **Y** | **N** |  |
|  | Translation/interpreter services that go beyond what is required by law or for accreditation. For example, translation services for a group that comprises less than a prescribed percentage of the population. | **Y** | **N** |  |
|  | Transportation programs for patients and families meeting the organization’s financial assistance guidelines to enhance patient access to care (include cab vouchers provided to low-income patients and families). | **Y** | **N** |  |
|  | Van service between wealthy retirement community and only the organization. | **Y** | **N** |  |