



Origination 11/13/2019
Last Approved 2/15/2025
Effective 2/15/2025
Last Revised 11/18/2020
Next Review 2/15/2026

Owner Shannon Hartke:
Director, Revenue
Cycle
Area Patient Financial
Services
Applicability Memorial
Hospital of
Carbondale,
Herrin Hospital
and St. Joseph's
Memorial
Hospital

Epic HB - Public Viewing of Hospital Charges, SY-PF-342

I. POLICY

In accordance with the Affordable Care Act, Section 2718(e) of the Public Health Service Act, all of Southern Illinois Healthcare's (SIH) hospital standard charges are available for the public to view. It is intended to promote transparency for patients to understand their potential financial liability for services obtained at our hospitals and allow comparison for similar services across hospitals.

However, hospital charge masters are lengthy and complex documents and do not provide information at a level conducive for this purpose. Therefore, patients seeking price estimates/quotes are covered in policy SY-PF-355: Patient Estimates.

II. DEFINITIONS

Epic – electronic medical record used to bill or follow-up on patient accounts and scan information received or printed on behalf of a patient

Epic Dynamic Charge Description Master – a file/dictionary in the Epic billing system where charges reside and are defined

HAR – Hospital Account Record in Epic

Hospital Charges / Uniform Charges – the amounts set before any discounts. Hospitals are required by federal regulations to utilize uniform charges as the starting point for all bills. Charges are based on

what type of care was provided and can differ from patient to patient for the same service depending on any complications or differences in treatment plans provided, as ordered by the physician, due to the patient's health. Therefore, actual total charges to a specific patient most likely differ from the average charge per case.

Hospital Information System – computer related software used to bill or follow-up on patient HARs and scan information received or printed on behalf of a patient

III. RESPONSIBILITIES

1. The Corporate Director of Patient Financial Services and the IT Analyst ensures price transparency by posting a list of Inpatient and Outpatient charges on the internet with at least annual updates.
2. The Corporate Director of Patient Financial Services may assign a representative to comply with this policy from time to time based on the business needs of the organization.

IV. EQUIPMENT/MATERIALS

1. Epic
2. Epic Dynamic Charge Description Master
3. Hospital Information System

V. PROCEDURE

1. SIH is committed to price transparency and has posted a list of charges for Inpatient and Outpatient services.
 1. This list may not prove helpful for a patient to know what their financial obligation will be or to shop between various hospitals.
2. Average charges by Diagnostic Related Group (DRG) as found posted on the internet.
 1. These are total average charges by DRG for recent inpatients at SIH Memorial Hospital of Carbondale, SIH Herrin Hospital and SIH St. Joseph Memorial Hospital. These charges include items such as room and bed, and, as applicable, surgical and recovery services, lab tests, imaging exams and other services ordered by clinicians for the care of the patient.
 2. Actual charges could vary significantly by patient since they are influenced by their medical condition, length of stay, procedures and medications ordered by a clinician and other various factors.
3. Requests for specific price estimates are not covered in this policy and are directed to the Financial Counselor for further assistance. Refer to SY-PF-355: Patient Estimates.
 1. Financial Counselors can be reached at the numbers listed below.

- A. Memorial Hospital of Carbondale 618-549-0721 ext. 64572
- B. Herrin Hospital 618-942-2171 ext 36458
- C. St. Joseph Memorial Hospital 618-684-3156 ext 55331

4. For a complete list of average charges by DRG can be found on www.sih.net, see Patients & Visitors then select Financial Resources.

VI. DOCUMENTATION

N/A

VII. CHARGES

N/A

REPLACES

SY-PF-145, Public Viewing of Hospital Charges

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Approval Signatures

Step Description	Approver	Date
	Andrew Ziramba: Regulatory Coordinator	2/15/2025
	Shannon Hartke: Director, Revenue Cycle	2/15/2025
	Jennifer Durham: Director, Revenue Cycle Cash/HMC Financial Service	2/14/2025
	Keith Anderson: Director Revenue Cycle Billing	2/14/2025

Applicability

Herrin Hospital, Memorial Hospital of Carbondale, Southern Illinois Healthcare Corporate System, St. Joseph's Memorial Hospital