



**HARRIS COUNTY  
HOSPITAL DISTRICT**

**PATIENT ELIGIBILITY  
SERVICES  
OPERATIONS MANUAL**

Policy No: 1.02  
Page Number: 1 of 2

Effective Date: 08/01/02  
Approved By:

**TITLE: PRIORITIZATION OF CLIENTS SEEKING FINANCIAL ASSISTANCE SERVICES**

**PURPOSE:** To set forth the criteria used to prioritize all patients seeking financial assistance services.

**POLICY STATEMENT:**

It is the District's intent to ensure that all eligible residents seeking financial assistance with medical bills incurred at HCHD are assisted as expeditiously as possible.

**POLICY ELABORATION:**

**I. CRITERIA FOR PRIORITIZATION**

A. To ensure that clients most in need of financial assistance receive consideration in the shortest timeframe possible, Patient Eligibility Services prioritizes clients in the following manner:

1. Those presently admitted to District hospitals;
2. Those discharged from HCHD emergency centers or hospitals within the past 30 days;
3. Those with scheduled medical services prior to the next available eligibility appointment;
4. Those without scheduled services but anticipating medical care; and



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5. All others seeking financial assistance with medical services provided by HCHD.

**II. GUIDELINES FOR APPOINTMENT BOOKING**

- A. Eligibility staff will verify the client's prioritization status when the eligibility appointment is requested and will schedule the client accordingly.
- B. Appointments for discharged patients shall be granted as soon as possible but no later than 30 days from the date of discharge. Discharge dates will be verified prior to booking the appointment.
- C. Appointments for patients with scheduled medical services shall be granted as soon as possible before the date of the scheduled medical service. Medical appointments will be verified prior to booking the appointment.
- D. All other clients not meeting the criteria in B. and C. above will be scheduled for an appointment within 10 calendar days of the client's request.

**REFERENCES/BIBLIOGRAPHY:**

**OFFICE OF PRIMARY RESPONSIBILITY:** Patient Eligibility Services  
Administration