

Plain Language Summary of Northwest Community Healthcare Charity Care Policy

Statement of Policy: It is the policy of Northwest Community Healthcare (NCH), which includes Northwest Community Hospital and Northwest Community Day Surgery Center II (DSV), to treat patients fairly and with respect and compassion, regardless of their ability to pay for services received.

In order to promote the health and well-being of the community, NCH provides care either free of charge or at a discount to individuals who have no health insurance, limited financial resources or who do not qualify for federal or state entitlement programs. An individual eligible for financial assistance under NCH's Financial Assistance Policy will not be charged more than the amounts generally billed for emergency or other medically necessary care.

Website: NCH's Financial Assistance information is available at: <http://www.nch.org/patients-visitors/fees-and-bill-payment/patient-financial-assistance>

Additional Information: You may obtain free, paper copies of NCH's Financial Assistance Application, Application instructions, and the Financial Assistance Policy by contacting the **Financial Counselors' office at 847.618.4542** or by visiting the office at **800 W. Central Road, Arlington Heights, IL 60005**. These documents, as well as copies of this Plain Language Summary, are available in English, Spanish, Russian, Polish, Japanese and German. To investigate your eligibility for financial assistance or to obtain a copy of NCH's Financial Assistance Policy and Application by mail, you can contact one of our **Financial Counselors at 847.618.4542, M-F, 8am to 5pm**.