

FINANCIAL ASSISTANCE POLICY – PLAIN LANGUAGE SUMMARY

Royal Oaks Hospital will provide charity care or financial assistance to eligible patients based on 300% of the current Federal Poverty Guidelines as published by U.S. Department of Health and Human Services. Any patient may apply for financial assistance for medically necessary services and all applications will be considered without regard to race, ethnicity, income, gender, religious preference, disability, or any other category. Charity Care and/or discounts from hospital charges will be calculated using the following standards:

- Be willing to complete a Financial Assistance Eligibility Application.
- Be willing to provide documentation for all sources of income and assets within your household
- Cooperate and respond to Royal Oaks Hospital to obtain eligibility or payment assistance from other third-party resources including Medicare and Medicaid.

Financial Assistance is only available for balances due by a Patient and/or Guardian, and not from any other payer. As part of our Financial Assistance Policy, eligible individuals will not be charged more than amounts generally billed (AGB) for emergency or other medically necessary care.

Please use this link to download the Financial Assistance Policy: [Financial Assistance Policy](#)

Please use this link to download the Financial Assistance Eligibility Application: [Financial Assistance Application](#)

Upon request, Admissions or Patient Accounts offices can provide free copies of the Financial Assistance Policy, Financial Assistance Application, and Fee Schedule. See below for contact information:

- Visit our Admissions Office at 307 North Main, Windsor, MO 65360, or call at 660-647-2182 to speak with a Hospital representative.
- Visit our Patient Accounts Office at 1800 Community Drive, Clinton, 64735, or call at 660-885-8131 to speak with a Patient Accounts representative.