

## Hospital-Based Outpatient Clinics

### Frequently Asked Questions

Beginning March 1, 2014, The Kirklin Clinic (TKC) will become part of UAB Hospital. Here are answers to questions you may have. If you have additional questions, please call Customer Service at 205-731-6055 or toll-free at 1-866-610-6055.

#### **Q: What does “hospital-based outpatient” or “provider-based” mean?**

**A:** These are terms that Medicare uses to describe outpatient clinics that are actually part of a hospital. Basically, it means that physician offices at The Kirklin Clinic are now considered to be departments of UAB Hospital. It is a very common model of practice for integrated health care systems and is found in many hospitals and facilities, locally and around the nation.

#### **Q: What UAB Medicine clinics will become hospital-based?**

**A:** All clinics in The Kirklin Clinic building located on 6th Avenue South will be licensed as hospital-based outpatient clinics. There will be no changes to operations at our Acton Road location. If you are unsure if this affects a specific clinic, please be sure to ask when scheduling your appointment.

#### **Q: How will I know if a clinic is a hospital-based outpatient (or provider-based) clinic?**

**A:** Ask when scheduling your appointment. Hospital-based outpatient clinics will have signage reflecting that the clinic is a department of UAB Hospital.

#### **Q: How will this affect me?**

##### **This change will benefit patients in several ways:**

- Your medical records will be better coordinated between your physicians.
- The hospital and physicians will be able to better coordinate your care across the clinics and hospital.
- TKC will be held to even higher clinical standards to help maintain the highest patient safety and service quality guidelines.

##### **You may notice the following changes:**

- Signing in may take a little bit longer at first for Medicare patients. We have a few more questions that we have to ask each patient. We appreciate your patience.
- You will now receive two bills instead of one, just like if you were to visit the hospital. This is a federal regulation. One bill will be for services provided by the physician and the other for the facility-related expenses.
- You may also receive two separate statements from your insurance carrier for outpatient clinic visits.



## Frequently Asked Questions

### Q: Will there be changes to the check-in process?

**A:** The Centers for Medicare and Medicaid Services (CMS) require that we verify whether or not Medicare is your primary insurance at every visit. This requires an additional form be completed prior to being seen.

### Q: Why are the clinics at The Kirklin Clinic changing to hospital-based outpatient clinics?

**A:** UAB Medicine is continually trying to find ways to provide the highest quality of care. The care provided at The Kirklin Clinic has always met a very high standard and will continue to participate in The Joint Commission (TJC) accreditation process, which works to improve healthcare for the public and helps organizations provide a safe and effective quality of care. However, as a hospital outpatient department, TKC will now be required to meet hospital accreditation standards, which are greater than those of a non-hospital-based outpatient clinic.

### Q: What are the benefits of being cared for at a hospital-based outpatient clinic?

**A:** Medicare acknowledges the value of providing care in an integrated, collaborative environment. Hospital-based outpatient clinics are held to nationally recognized service and patient care standards, leading to high quality care for patients. In addition, we will be able to better coordinate your care across our facilities and your medical record will also be better consolidated making it easier for you when visiting UAB Medicine.

### Q: Is this change part of Health Care Reform?

**A:** No. Health care reform and the transition of our clinics to hospital-based status are not related.



## Have questions or concerns?

Contact customer service at:  
**205-731-6055** or  
**1-866-610-6055**  
Monday - Friday,  
8 a.m. – 5 p.m.

If you are currently visiting UAB Medicine, please contact us by picking up any phone and dialing

**\*55**