Price transparency policy

Policy | HOS-POL-003

Document type	Policy
Title	Price transparency policy
Document ID	{{facility.code}}-HOS-POL-003
Version and status	1.0 | Issued for use. Pending ASF Expert Committee ratification
Prepared by	{{roles.quality_lead.name}}, Quality lead
Reviewed by	{{roles.clinical_director.name}}, Clinical director Date: _____
Approver and signature	{{roles.clinical_director.name}}, Clinical director Signature: _____ Date: _____
Effective date	{{document.effective_date}}
Next review	{{document.review_date}} (12 months, or sooner after any incident or change)
Replaces	None (new document)
Standards and criteria supported	System S1 (Hospital), criterion S1.20
Evidence basis	E-006, E-009
Status of this document	Recommended best-practice model. A hospital may adopt, adapt or replace it with an equivalent that meets the same criteria.

At a glance: what to do

1. Patients are given the price of services before treatment begins.
2. Give a written estimate the patient can keep.
3. Publish the price list.
4. Any change in price is told to the patient before it applies.

Stop and get help straight away if: a patient is charged without being told the price in advance.

1. Purpose

To make sure patients know what care costs before it starts, and can keep a written record (S1.20).

2. Scope

Applies to	Clinical and support staff in the hospital
Locations	All wards, clinics and departments of {{facility.legal_name}}
When	Whenever the activity described is carried out
Does not apply to	Activities covered by another document listed in section 15

3. Definitions and abbreviations

Term	Meaning in this SOP
Clinical lead	The doctor or nurse in charge of the area at the time

4. Background and rationale

Patients who learn the cost after treatment begins are harmed in ways that are hard to undo. Prices given before treatment protect the patient and the facility.

5. Responsibilities

Role	Duties in this SOP	Competence needed
Chief executive	Approves the policy and the price list	Executive
Finance lead	Keeps the price list current	Finance
Reception lead	Gives the estimate before treatment	Reception

6. Equipment, materials and resources

Item	Specification or standard	Check before use
Records and forms named in this document	Current version	Checked before use

7. Safety and infection prevention

- Stop and call for help if a patient is at immediate risk. Do not delay urgent care to complete paperwork.

8. Before you start

- Confirm the forms and equipment named in this document are available and current.

9. Procedure

Follow the steps in order. Where a step says "If", take the action for the case that applies. Do not skip a step. If a step cannot be done, use section 11 and section 12.

Step	Action	How to do it	Key point
1	Give the estimate.	• Give a written estimate before treatment begins. • Explain it and give a copy.	Before, in writing, to keep.
2	Publish.	• Publish the price list on the website and in reception.	Public and current.
3	Tell changes.	• Tell the patient before a price change applies to them.	No surprise bills.

Decision points

- No decision points in this procedure.

10. Special situations

Situation	What to do
Out of hours	Follow the same steps. Use the on-call contact on the wall of the area.

11. Problems and escalation

- Any serious problem goes to the duty clinical lead at once and to the clinical director the same day.

12. Monitoring and compliance

What is checked	Target	How often	Who	If the target is missed
Patients given a price before treatment	At least 70%	Monthly	Reception lead	Escalate to chief executive
Price list current and published	100%	Quarterly	Finance lead	Escalate to chief executive

13. Records

Record	Where it is kept	Kept for
Record named in this document	Patient record or the area file	{{facility.records_retention_years}} years

14. Training and competence

- Staff are trained in this document at induction and refreshed each year, with a recorded competency check.

15. Related documents

ID	Title	Relationship
HOS-FRM-012	Price list record	Record
HOS-FRM-011	Public information check record	Public details

16. Evidence

ID	Source and status
E-009	ASF Expert Committee consensus.
E-006	ASF Policy Framework v1.2. Adapted.
E-009	ASF Expert Committee consensus.

EC = ASF Expert Committee consensus. Items marked EC are reviewed by the Committee each year.

17. Change history

Version	Date	What changed	Approver and signature
1.0	{{document.effective_date}}	First version	Pending Expert Committee approval