

Organisation name Site or unit		POLICY Price transparency policy	
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Review date		Replaces	
Owner		Approved by	
Signature			

[Standards](#) > [Standard S1](#) > [Policies](#)

Policy · HOS-POL-003 · Version 1.0 · Approved by the ASF Expert Committee

Supports: System S1 (Hospital), criterion S1.20

At a glance

- Patients are given the price of services before treatment begins.
- Give a written estimate the patient can keep.
- Publish the price list.
- 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. 1. Purpose

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

2. 2. Scope

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

3. 3. Definitions

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

4. 4. Background

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. 5. Responsibilities

Role	Responsibility	Competence
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. 6. Materials and equipment

Item	Requirement	Condition
Records and forms named in this document	Current version	Checked before use

7. 7. Safety

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

8. 8. Before you start

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

9. 9. Procedure

Step 1. Give the estimate.

- Give a written estimate before treatment begins.
- Explain it and give a copy.

Key point: Before, in writing, to keep.

Step 2. Publish.

- Publish the price list on the website and in reception.

Key point: Public and current.

Step 3. Tell changes.

- Tell the patient before a price change applies to them.

Key point: No surprise bills.

10. 10. Decision points

- No decision points in this procedure.

11. 11. Special situations

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

12. 12. Escalation

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

13. 13. Monitoring

Measure	Target	Frequency	Owner	If not met
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

14. 14. Records

Record	Kept in	Retention
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Record named in this document	Patient record or the area file	the period set by the facility's records policy years

15. 15. Training

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

16. 16. Related documents

ID	Title	Use
<u>HOS-FRM-012</u>	Price list record	Record
<u>HOS-FRM-011</u>	Public information check record	Public details

17. 17. Evidence

Reference	Note
E-009	ASF Expert Committee consensus.
E-006	ASF Policy Framework v1.2. Adapted.
E-009	ASF Expert Committee consensus.

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18. 18. Change history

Version	Date	What changed	Approval
1.0	the date of approval	First version	set Expert Committee approval

No e-learning course is linked to this document yet.

19. References

- Accréditation Sans Frontières (2026). ASF Policy Framework v1.2. (E-006)
- Accréditation Sans Frontières (2026). ASF Expert Committee consensus on Standard 1. (E-009)

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Related standard

- [Standard 45: Reception, Waiting and Health Information](#)