

Submitted on Wed, 03/23/2022 - 23:35

**Name**

PEGGY STATTEL

**Town/City**

PROCTOR

**Topic**

Health Insurance Rate Review

**Comment**

Hi, I just saw Sarah Teachout from BC/BSt on TV about the proposed hospital rate hike. I think the hospitals already raise rates but putting false charges on patients and then threatening them when they don't pay.

Last October, 2021 my husband, William, who is 69 years old was in A Fib. His cardiologist, Gavin Noble works in Middlebury and Burlington but since we live in Proctor we came to RRMC. We arrived about 11pm to the emergency room. The ER docs were great. We did not see a local cardiologist - Adam Coleman - until 2:20 PM the following afternoon. We did see the house doc - Multani - who said that he was admitting my husband to the 2nd floor PCU. That was about 2AM.

I left for a while and came back at 7AM. Turns out my husband was never moved to PCU and instead spent the night in the ER on a gurney. My husband is 6 foot 5 inches tall. His feet hung over the edge of the gurney. He did not get any sleep that night and was not allowed to eat in case they were going to cardiovert him.

We waited all day to see the local cardiologist. When he finally came down to see us - he had been in the hospital since 7 am and we were told " he knows you are here". He said that he was going to do the cardiovert the NEXT day and my husband was going to remain for another night. Probably still in the ER.

The ER docs changed my husband's meds when he came in and he converted without having to be cardioverted.

After this happened he was allowed to go home at about 5:30 PM.

A few days later we got the bill for the hospital. It was almost \$10,000. Included in this cost was \$3,270 for a semi private room. Insurance paid most of it We were left with a \$400 bill. I called the hospital and explained that my husband never got the room. I spoke to a man on the phone who told me that it was standard practice to charge a patient for a room when they are admitted whether or not the patient actually goes into the room. He also said that we didn't pay at least \$ 50 per month on the bill our account would go into collection. It was very upsetting.

I then called the patient advocate office and spoke to a young woman. She looked into the situation for me and said that the bill should actually be higher - for about \$4. And that, she agreed with the charges. She also said that there was nothing she could do. She advised me to pay what I could and that the account wouldn't go into collection until we hadn't paid in 3 months.

I started paying \$25 a month right away. It still bothered me that my husband had a terrible night at the hospital on a gurney and we were charged for a bed.

This hospital already has a rate hike by charging patients for things they never received.

This is so wrong.

Peggy Stattel

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Yes