

Observation Status Information for Patients and Families

Your health care provider has recommended **observation** for you or your child so we can do some additional testing and/or observe you or your child's response to treatment. Observation requires a brief hospital stay, which might include time overnight in a hospital bed.

A decision to order observation is based on the seriousness of the condition and the testing, treatment or close monitoring needed. When someone is under observation, health care providers may continue testing to find the cause of symptoms or to provide treatment that can be completed in a short period of time.

How does observation status affect the treatment you or your child receives in the hospital?

Our hospital provides all treatments your health care provider recommends, regardless of whether you or your child is here under observation or as an inpatient. Statuses such as inpatient and observation are required by insurance for billing.

What if you or your child's condition changes?

If you or your child's condition changes, or tests show that more treatment than originally expected is required, your health care provider will order inpatient admission. For most patients under observation, a decision is made within 24 hours to admit the patient or send the patient home.

Does insurance cover observation?

Insurers consider care provided during observation an **outpatient** service. So coverage for observation is based on how your plan covers other outpatient services. That means your copays, co-insurance and deductibles for outpatient services may apply.

For more information on insurance coverage, please refer to your policy or call the number listed on your insurance member card.

What if I have questions?

While you're in the hospital:

- During business hours: Call the care manager, 651-325-2323.
- After business hours or on weekends: Speak with the charge nurse.

After you leave the hospital:

- For concerns about your bill, call a Gillette financial specialist, 651-325-2177.

For more information on Medicare Part A and Part B coverage:

- Refer to your Medicare & You handbook.
- Call 1-800-MEDICARE (1-800-633-4227). TTY users may call 1-877-486-2048.

Make An Appointment

[651-290-8707](tel:651-290-8707)

Refer a Patient

[651-325-2200](tel:651-325-2200)

This information is for educational purposes only. It is not intended to replace the advice of your health care providers. If you have any questions, talk with your doctor or others on your health care team.

If you are a Gillette patient with urgent questions or concerns, please contact Telehealth Nursing at [651-229-3890](tel:651-229-3890).