



Holy Cross Hospital

Part of Taos Health Systems in New Mexico

35 beds

15,869 ED visits

2,286 inpatient admissions

Impetus for Initiative: Today's patient seeks as much information as possible about their health-related costs. Holy Cross meets that demand through Passport—a newly implemented system that takes chargemaster and patient insurance information and provides every patient who comes through the Registration department with estimated out-of-pocket expenses. Patients also can call for estimates. Holy Cross is working on an online component to Passport, which will make access to this information easier.

While Passport is used almost exclusively by the Registration, Billing and Centralized Scheduling departments, all Holy Cross staff have access to the tool, with between 12 and 18 staff members having received in-depth training and meeting regularly to address any challenges in real time. Passport covers virtually every single procedure offered at Holy Cross. Staff work continually to educate patients and make certain they know that the information they receive is specifically for hospital-related costs.

Holy Cross staff work to identify charity or reduced-fee patients as early as possible and help them find programs that best meet their individual circumstances.

Challenges: Anticipating and accounting for the price of any ancillary services a patient receives is a challenge.

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