



For more information  
or to apply for  
Charity Care assistance,  
please call one of  
the following:

**University of Rochester  
Medical Center**

**585-758-7650**

Or call toll-free at

**888-925-4301**

**Highland Hospital**

**585-341-0023**

Information about the Charity Care  
Application process is also available on  
the Strong Memorial Hospital website  
(key words – Charity Care), or on the  
University of Rochester Medical  
Center website under Patient Care.  
<http://www.urmc.rochester.edu>



MEDICINE *of* THE HIGHEST ORDER

**Charity Care**



**Charity Care Program**  
*Assuring Care for  
All Who Need It*



MEDICINE *of* THE HIGHEST ORDER



Financial hardship should never stop you from getting the medical care that you need. Perhaps your job offers a health plan but it doesn't cover some of the care you need. Maybe unemployment has made it hard for you to make ends meet and bills are piling up. We may be able to help ease your financial burden.

The University of Rochester Medical Center Charity Care Programs help those who are unable to pay for needed services provided by Strong Memorial Hospital, Highland Hospital, or their participating physicians and office practices. You may qualify for discounts on medical care through the Charity Care Programs if:

- ♥ You do not have health insurance
- ♥ You have health insurance but it does not fully cover the medical care you need
- ♥ You are not eligible for Medicaid
- ♥ You meet criteria for financial assistance

Our goal is to be sure that people in our community can get medically necessary services regardless of their ability to pay. Our Patient Service Representatives are eager to answer your questions and work with you to help you apply for assistance with your medical bills.

If you want to find out more about our financial assistance programs, please call one of the numbers in this brochure. Our Patient Service Representatives will provide you with an application and will explain the documents needed to apply for Charity Care. All decisions for assistance are based on family size and household income.

If you already have medical bills that you can't afford to pay, don't wait any longer to call for help. The sooner we can process your Charity Care application, the sooner we will know how we can help you.