

# Copay Collection Cannot Delay Care, or Hospital Risks EMTALA Violation -- *Hospital Access Management* Interviews and Quotes Edna McLain

Media Mention  
*Hospital Access Management*  
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*Hospital Access Management* interviewed and quoted Edna McLain for the article, "Copay Collection Cannot Delay Care, or Hospital Risks EMTALA Violation" in the May, 2021 issue. In the article Edna is quoted emphasizing the importance of timing when providers are attempting to collect a copay as well as the importance of good communication between registration staff and medical personnel. The article discusses what providers should be doing and not doing specifically during the medical screening exam (MSE) to keep in line with the Emergency Medical Treatment and Labor Act (EMTALA).

The full article can be read in *Hospital Access Management's* May, 2021 issue on page 39.

## PROFESSIONALS

Edna McLain  
Partner

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