

each cancellation request. In the event that JCI cancels the survey for any reason or reasons other than those previously stated, JCI does not charge the organization a fee.

### **Postponement of a Survey**

A hospital may postpone a survey that has already been scheduled without penalty or damages when one or more of the following situations occur:

- A natural disaster or another major unforeseen event that substantially disrupts operations
- A major strike that causes the organization to stop accepting patients, cancel surgery and/or other elective procedures, and transfer patients to other hospitals
- Patients, the organization, or both are being moved to another building during the dates of the scheduled survey.

JCI reserves the right to conduct a survey if the organization continues to provide patient care services under any of the above circumstances. Hospital renovation projects do not prevent JCI from conducting the survey.

If a hospital postpones the survey thirty (30) or fewer days prior to the first date of the survey for reasons other than those previously stated, JCI will require payment of all associated direct costs plus a postponement fee as outlined in the signed contract. If a hospital postpones the survey more than once after the survey dates are confirmed via e-mail by JCI, JCI will charge a rescheduling fee. This rescheduling fee will increase for each postponement request. In the event that JCI postpones the survey for any reason or reasons other than those previously stated, JCI does not charge the organization a fee.

## **Cost of Surveys**

### **Calculation of Costs**

JCI bases its accreditation survey fee on several factors, including the volume, type, and complexity of services provided by the hospital; the number of locations or care settings included in the survey; and the number of surveyors and survey days required to conduct the evaluation of compliance with JCI standards. Surveyor time for report preparation is included in the calculated survey days. JCI charges the hospital for any required follow-up surveys and for some hospital-initiated survey postponements or cancellations. Inquiries related to estimates of survey fees should be sent via e-mail to [JCIAccreditation@jcrinc.com](mailto:JCIAccreditation@jcrinc.com).

### **Travel Costs**

In addition to survey fees, the hospital is responsible for paying all travel costs for the surveyors. This includes transportation (airfare, train, and car) and reasonable hotel accommodations and meals, including a set daily rate for meals and incidental expenses.

### **Payment Schedule of Survey Fees**

JCI bills organizations for accreditation fees using one of two options, noted below. JCI requests that organizations identify their preferred billing option by selecting and signing for the desired option on the last page of their accreditation contract.

#### **Payment Option I**

Upon the hospital's return of the signed contract and within 30 days of receipt of the confirmed survey dates, the hospital will receive an invoice for 100% of the survey fees, not including surveyor expenses and surveyor airfares, unless available. Payment is due upon receipt of the invoice. Within 30 days of the conclusion of the survey, JCI will bill the hospital for the remaining surveyor(s) travel and maintenance expenses.