

## Pre-Admission

At your Pre-Admission appointment or at the time you are admitted, the Admitting staff will confirm that payment or other satisfactory arrangements for payment have been made.

## Fees

Fees can be discussed with the Registration staff at the time of admission or at the time of your outpatient visit.

If your admission is elective, you must contact Patient Accounts to arrange for payment.

## Physician Fees

Physician fees are separate from the Health Centre and are payable to the Physician directly. The Health Centre will not discuss physician fees with the patient/family at any time.

## Important

Please be aware that your admission or procedure may be postponed or cancelled if appropriate payment arrangements have not been made.

Fees are subject to change without notice.

## Questions

If you have any questions, please feel free to contact one of the following people:

### Non-Resident of Canada

416-530-6000 ext. 6245

### Community Health Centre Patients

416-530-6000 ext. 6491

### Self Pay Patients

416-530-6000 ext. 6489

### Patient Accounts Manager

416-530-6497

Please take a moment to carefully read this brochure. It will help you understand our billing procedures and payment methods for Non-Residents of Canada and Uninsured Residents of Ontario.

# Billing Procedure

*for Non-Residents of  
Canada and  
Uninsured Residents  
of Ontario*

*at St. Joseph's Health  
Centre*



# Billing Procedure

At St. Joseph's Health Centre, we are committed to providing you and your family with the highest quality care possible. While compassionately considering the needs of our patients and their families, we must follow guidelines to ensure payment from Uninsured and Non-Resident patients.

## **Emergency Inpatient Admissions**

When you are admitted to the Health Centre, the registration staff or the Patient Accounts Department will speak with you and/or your family member(s) accompanying you regarding the financial portion of your admission.

If you have insurance coverage, you will not be required to pay for your hospital stay. You will be asked to sign a Guarantee for Payment and a Release of Information Form. Our Patient Accounts Department will review your account details and will discuss insurance coverage, deposit requirements and payment details with the patient/family where full and complete information must be provided. If the insurance company does not pay the full account, the responsibility for payment will remain with the patient.

If you do not have any insurance coverage, you will be required to make a deposit for the estimated length of stay that you will be in hospital. Our Patient Accounts

Department will meet with you and your family to discuss a payment plan if you are unable to pay your account in full. Every attempt, however, must be made to pre-pay your account.

## **Emergency and Ambulatory Visits**

If you do not have Ontario Health Insurance and you receive care in our Emergency Department or any one of our outpatient/ambulatory departments, you will be required to pay at the time of service.

You will need to make arrangements with our Patient Accounts Department and you will be required to sign an Outpatient Responsibility for Payment and Authorization to Release Information Form.

Patients who come to our Emergency Department for urgent treatment will NOT be turned away if they are unable to pay at the time of treatment.

## **Family Medicine Centre, Just For Kids, After Hours Clinic**

Patients, regardless of insurance coverage or ability to pay, will be seen. Referrals to other Health Centre departments or consultants will be assessed as urgent or elective. Patients assessed as urgent will immediately be referred to the appropriate department and then to our Patient

Accounts Department for financial matters. There is an expectation that the family will attempt to make payment for the services received.

## **Referrals to Other Areas**

### **Diagnostic Imaging (X-Ray), Fracture Room visits, Cardio-Respiratory Services**

Patients referred to these areas from Emergency or Family Medicine will be asked to provide payment in full to the Health Centre and the doctor when they receive treatment. Urgent referrals will NOT be turned away if they are unable to pay. The Health Centre does not bill insurance companies for out patient visits.

## **Assistive Devices**

Patients will be charged for appliances obtained in the Emergency or Outpatient areas. These appliances may include canes, crutches, casts, splints, etc.

## **Ambulance**

Patients arriving by ambulance will be subject to a fee that is predetermined by the Ministry of Health and Long-Term Care. Certain exemptions may apply. Please contact the Patient Accounts Department for an explanation.