

HOSPITAL PATIENT TRANSPORT CHARGES

Minimum Charge: \$200

For all hospital patients it is the responsibility of the patient and/or family to arrange transportation to a home/residence. For all out-patient surgeries it is required that a family/friend also accompany the patient to ensure a safe arrival to their end destination. All pickup orders should be placed well in advance of your service/discharge date since many companies may not allow for same-day pick-up.

OPTION 1: Less expensive – Patient/Family would like to Pre-Pay Direct to Outside Provider

Upon patient/family request, the hospital can arrange patient transport using one of the below preferred transport providers. Only the Hospital Unit Clerk/Nurse can place a Pick Up Order as per your instruction. Always ask the Unit for the Pick Up Order Confirmation # since the transport company is awaiting your call for a credit card pre-payment (pay direct). If there is no credit card provided, then transport will be cancelled.

OPTION 2: Patient/Family is requesting the hospital to arrange and Invoice (pay indirect)

Since the hospital is requested to arrange the transport, the same process as Option 1 applies with the exception that it is now Financial Services (ext. 5603) that will be waiting on the credit card pre-payment of the minimum \$200 charge, or as quoted if rate is higher. In some circumstances where there is no credit card available the hospital will mail the invoice.

Transport Providers: Dispatch:	RNR Patient Transfer Services Inc. 1-866-567-1001	Voyago 1-855-263-7163
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Additional charges may apply depending on location and transport requirements (eg. Lift Assist)

Note: All Private transport is an uninsured service. Public transport, such as TAXI services are also uninsured and should be arranged by the patient direct with a provider of their choice, not the hospital.

AMBULANCE TRANSPORT TO THE HOSPITAL... What is your Co-Payment?

Did you know that every Ontario resident with a valid OHIP card pays a Co-Payment for any ambulance that brings them to any hospital? The province covers \$195 of the \$240 ambulance bill leaving the patient to pay the \$45 balance which is the ambulance co-payment charged by the hospital. If your OHIP card is expired, you will be charged the \$240.

MEDICAL DEVICES such as crutches and splints are NOT covered by OHIP

Patients are responsible to pay for the cost of all medical devices supplied during their visit. Your private insurance coverage may reimburse you for these charges however the hospital **does not** submit these charges on your behalf.

Examples of medical devices include, but are not limited to, crutches, casts, splints, slings, etc...

PREFERRED ACCOMMODATION: Signing for a Semi-Private or Private Room

Preferred accommodation is an added hospital service offered to patients where they can choose either a semi-private room (2 patients per room) or private room (1 patient per room). Many private health insurance plans may cover part or all of the room charges (call your Insurance Company to understand coverage).

IMPORTANT NOTES BEFORE SIGNING:

- Provincial insurance, such as OHIP, only covers a standard ward room (3 to 4 patients per room).
- Joseph Brant Hospital assumes no responsibility for verifying your insurance coverage.
- The patient is responsible for paying all costs not covered by their insurance plan(s).
- If you no longer desire a semi-private or private room, it is your responsibility to contact the Admitting Dept. immediately (ext. 4110), where you will be required to sign a new Registration form. You will be responsible for any changes up to that date.
- Preferred accommodation requests cannot be guaranteed.
- Due to unforeseen patient care situations, it may be necessary to transfer you to another accommodation type.
- WSIB and Veterans Affairs covers Ward accommodation only.
- You are advised to re-confirm your insurance coverage during your stay and if moving to a Complete Care/ALC or Rehab unit.

For all charges please refer to the JBH Rate Schedule found online at:
www.JosephBrantHospital.ca (Select Patients and Visitors Section)

Payment Options:

1. **Banking Institution**
 - a. Online or in-person using your nine-character Patient Account Number, e.g. J00123456
2. **Online**
 - a. Please visit www.josephbranthospital.ca (bottom right corner "Pay My Bill")
3. **Mail**
 - a. Cheques only can be sent to 1245 Lakeshore Rd, Burlington, ON L7S 0A2
4. **Telephone**
 - a. Call 905-681-4114 between 8:30 am to 4:30 pm Monday to Friday (credit card only)
 - b. After hours and weekend payments can be made in-person at the Admitting Dept. (credit card only, cash and debit will not be accepted)