

HOSPITAL PATIENT TRANSPORT CHARGES	Minimum Charge: \$200
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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 the hospital cashier (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.

<b>Transport Providers: Dispatch:</b>	<b>RNR Patient Transfer Services Inc. 1-866-567-1001</b>	<b>Voyago 1-855-263-7163</b>
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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.

