



Patient Charges and How to Pay Your Bill.

Your Ontario Health Insurance Plan (OHIP) will cover most of your in-hospital treatment costs. You are responsible for full payment of any charges not paid by OHIP or your supplementary insurance plans.

Payment must be made at the Business office located on the first floor in room 110. The office is open Monday to Friday 7 am to 3pm. Cash, cheque, debit, Master Card and Visa are accepted. The Business office can be reached at 519 235 5154 Monday through Friday, excluding holidays.

Preferred accommodations, telephone, television, some consumables and some transportation costs are not covered by OHIP. Patients without OHIP coverage are responsible for all costs associated with their medical visit.

Accommodation

Our hospital provides standard ward, semi-private and private rooms. A daily rate will be charged for semi and private rooms.

Transportation

As mandated by our local Emergency Health Services (EMS), patients may not be able to access routine appointment transfers by ambulance (e.g., MRI scans, follow-up appointments, etc.). To facilitate treatments/tests, appointments, and discharge home, patients will be offered a private patient transfer service. Note: Discharge of patients home includes discharge of patients returning to a nursing home. It is understood that patients are responsible for all charges associated with using a private transfer service to accommodate non-emergency needs. If a patient has a scheduled appointment, is medically stable, and can go by car, we encourage family members to take their loved one to his or her appointment.

Alternate Level of Care/CCC

An Alternate Level of Care (ALC) patient is one who is finished with the acute phase of his or her treatment, but is still occupying an acute or rehab care bed. The Community Care Access Centre (CCAC) will work with you and your healthcare team to make sure that you are transferred or discharged to an appropriate setting that meets your needs. Patients who are ALC are required to pay a co-payment to the hospital during this time, unless exempt by the Ministry of Health and Long Term Care policy and definitions.

Televisions / Telephones

It is the patient/family member's responsibility to contact Registration/Business Office to connect or disconnect service.

Instructions for connection and cost are available on the TV Monitor in each room.

Credit Card information is required before hook up.

Patients wishing to make a long distance phone call can do so by:

1. Collect Call
2. Use their own personal phone card
3. Pay a \$5.00 fee. Switchboard or the Business Office will collect the fee before the call is made.

A television is provided in the patient lounge.

A pay phone is available inside the main entrance of the hospital.