

Additional fees

Ambulance: If you arrive by ambulance, you will be charged a separate fee in addition to the standard emergency department fee. This amount is predetermined by the Ministry of Health and Long-Term Care.

Diagnostics: You will be charged an additional fee for diagnostic tests, such as blood tests, electrocardiograms, x-rays, CTs and MRIs. This may be in addition to the standard emergency department fee.

Health care aids: You will be charged for health care aids that you get in the emergency department or outpatient areas. These aids may include canes, aerochambers, crutches, casts, etc.

Physician: The physician fees are separate from Rouge Valley's hospital fees. You will have to pay these fees directly to the physician. Hospital staff will not discuss physician fees with you or your family because these fees are set by the physician.

Questions

For questions, please contact:

Patient Accounts

Inpatient accounts—416-281-7246
Outpatient accounts—416-281-7244

Patient Relations Coordinator

416-284-8131 ext. 4742
905-683-2320 ext. 1292

Our mission at **Rouge Valley Health System** is to provide the best health care experience for our patients and their families.

Our vision is to be
the best at what we do.

Our hospital campuses:

Rouge Valley Ajax and Pickering

580 Harwood Avenue
Ajax, ON L1S 2J4
905-683-2320

Rouge Valley Centenary

2867 Ellesmere Road
Toronto, ON M1E 4B9
416-284-8131

www.rougevalley.ca

Billing Procedure

For uninsured Canadian residents
and non-residents of Canada



The best at what we do.

Please take a moment to carefully read this brochure. It will help you to understand our billing procedures and payment methods if you are an uninsured Canadian resident or a non-resident of Canada.

department, but are not covered by the Ontario Health Insurance Plan (OHIP), you will be charged a standard fee. This fee does not include any testing, such as blood tests, electrocardiograms, x-rays, computerized tomography (CT), magnetic resonance imaging (MRI), etc.

If you receive care in another area of the hospital and you are not insured, you will be

Staying in the hospital

If you need to stay in the hospital and are uninsured or a non-resident, you will be asked by a hospital staff member to sign an *Uninsured/Out-of-Country Inpatient Responsibility for Payment* form for a guarantee of payment. You will also be asked to provide a deposit for the estimated length of time that you will need to stay



At Rouge Valley Health System (RVHS), we are committed to being the best at what we do. Our focus is to provide you and your family with the highest quality care possible. In order to do this, we must follow guidelines that ensure payment from uninsured and non-resident patients.

Visiting the emergency department or receiving outpatient services

We will not turn away any patient who comes to our emergency department for urgent treatment. If you receive care in the emergency

required to pay for that service. This includes services such as labour and delivery, cardiac rehabilitation, the fracture clinic, and others.

When you receive care in the emergency department or other areas of the hospital, you will be required to sign and complete two forms:

1. *Uninsured/Out-of-Country Outpatient Responsibility for Payment* form
2. *Authorization to Release Information* form

in the hospital. You or your guarantor are responsible for this payment.

Please be aware that we may have to postpone or cancel your admission into the hospital or your medical procedure if the required payment has not been appropriately arranged. However, if you have a life-threatening condition and need immediate medical attention, we will provide you with hospital treatment regardless of payment.