



Emergency Care

Fee Information for Patients

April 2023

Thank you for choosing Sydney Adventist Hospital (fondly known as the San) Emergency Care – the largest and busiest private emergency care unit in NSW.

Our well-equipped unit is staffed with a team of experienced doctors and nurses 24 hours per day, seven days per week.

EMERGENCY FEE

The fixed out of pocket expense to see a doctor in Emergency Care is \$335. This needs to be paid on the day of treatment.

These services will be charged separately:

- Radiology
- Pharmacy
- Pathology
- Physiotherapy
- Crutches and Splints
- Other Diagnostic Services

SPECIALIST CONSULTATION

The Emergency Care doctor may require one of our accredited specialists to consult or treat you. These specialists will charge their own fees. Although Medicare and/or your health fund will contribute towards specialist consultations, you will be responsible for paying any gap.

ADMISSION TO HOSPITAL

- **If you are not privately insured** an estimate of the cost of your admission will be prepared. We will require you to sign this document to provide us with your Informed Financial Consent to proceed with your admission. You will be asked to pay the estimated amount.

- **If you are an insured overseas visitor**, you are required to pay the full estimated out of pocket costs prior to your admission. After your discharge we will provide you with the necessary documentation for you to claim from your insurance company.

- **If you have been a member of your private health fund for less than 12 months**, your fund will check that your condition is not a Pre-Existing Ailment (PEA) before they will approve payment for your hospital admission.

We are therefore required to give you an estimate of the cost of your admission. We will ask you to sign this document to provide us with your Informed Financial Consent to proceed with your admission. You will be asked to pay the estimated amount. If you are not able to meet the cost or consent to the estimated cost, and you are an Australian Medicare Card holder, we will offer to transfer you to a public hospital when your condition is stable. If your fund does NOT deem your condition to be a PEA, the San will refund your payment as soon as possible.

- **If you have been a member of your private health fund for more than 12 months** an estimate of the cost of your admission will be prepared. If your level of cover has exclusions or restrictions your estimate will show the full estimated cost of your admission. We will ask you to sign this document to provide us with your Informed Financial Consent to proceed with your admission. We will also ask you to pay the estimated amount which will include gaps, excesses or co-payments that may apply to your level of cover.



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MEDICARE REBATE

The San will submit your finalised Emergency Care invoice to Medicare on your behalf.

When Medicare has processed your claim you will receive a rebate cheque made payable to the San. We request that you forward this cheque along with payment for any other outstanding invoices to the San.

MEDICARE SAFETY NET

Upon receipt of the Medicare cheque, the San will forward you a detailed receipt summary of your account.

You may present this summary to Medicare for rebate purposes and to update your Safety Net balance.

PATIENT RIGHTS & RESPONSIBILITIES

Sydney Adventist Hospital is committed to delivering the highest possible standard of health care. A patient has certain rights when seeking medical treatment and care and has responsibilities relating to that treatment and care.

Please refer to the Patient Rights and Responsibilities Brochure available at reception.

Dr Guruprasad Nagaraj

Director, Emergency Care

Gavin Rapmund

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