



Calvary Adelaide
Emergency Department



Calvary Adelaide Emergency Department

Informed Financial Consent

Welcome

Our Calvary Adelaide Emergency team looks forward to caring for you.

About Us

Our ED cares for all acute emergency conditions (except major trauma) including medical, surgical, obstetric and paediatric cases.

Our ED is staffed by highly trained doctors supported by professional and experienced emergency nurses who will ensure you receive the highest level of care possible.

Fees

Your total emergency account will vary depending upon the treatment(s) you receive on the day.

Our ED is a fee-for-service with a typical out of pocket cost of \$460.00 with some of the fees rebatable from Medicare (dependent on the procedures undertaken). We will submit the Medicare claim on your behalf.

The presentation fee is payable on all attendances (except WorkCover or DVA patients) whether you are admitted to a hospital, discharged from us or transferred to another facility and it applies to all patients (including Medicare card and private health insurance holders). Private health funds do not cover private emergency fees as we are classified as an outpatient service.

Non-Medicare entitled patients (for example, international visitors) are liable for the full cost of all the services provided, payable at the conclusion of the visit.

Other fees payable subsequent to your visit

For certain additional services such as Medical Imaging and Pathology - there will/may be additional charges that are sent directly from the service provider to you and part of the fee will/may be above the Medicare schedule fee. Invoices for these services (including take-home items such as crutches etc.) will be mailed to you from the service provider.

Fees for ambulance transfers between facilities are the responsibility of the patient.

Admissions

The Calvary Adelaide Emergency Department will use best endeavours to admit you to the Calvary Adelaide Hospital, if you wish. If you are admitted, we will provide you with financial information relating to your admission. On occasions it may be necessary to transfer you to another facility to ensure continuity of care.

Wellness and patient experience check

Following your visit to us you will receive a text message or email with a link to a short 1-minute wellness and patient experience check. This feedback is important to us as it also enables us to confirm your wellness and/or answer any further questions you may have, as well as to improve our services and standard of care.

your emergency, our priority.

Privacy Policy

The staff at Calvary Adelaide Emergency Department are committed to respecting your confidentiality and preserving your privacy, as required by law. In this practice, it is customary for all doctors to have access to all your medical records. If you have any concerns about other doctors at this practice being able to access your records, please discuss your concerns with your doctor.

It is important that other people involved in your care, such as other doctors or health professionals i.e. allied health, are informed of relevant parts of your medical history so they can best care for you. There are times when disclosure is necessary for the doctors in the practice to carry out a review of their practice for the purpose of improving the quality of care provided. This provides safeguards to protect the confidentiality of the information provided.

Patient/Guardian/Alternative Decision Maker agreement and consent

Please read the following:

- I/we understand that all attendances have a minimum \$460.00 out of pocket fee
- (After Medicare rebates are claimed) and is payable at the end of the visit. This fee is applicable whether admitted, discharged or transferred and applies to patients including Medicare and private health insurance holders.
- I consent to being transferred to another facility if it's determined essential for my continued care.
- In the case of default, I/we agree to pay all debt collection and legal fees on an indemnity basis and interest at the rate of 10% P/A on all unpaid amounts.
- I/we agree that Calvary Adelaide Emergency Department will submit the Medicare fees on my behalf.
- I acknowledge that other service providers may charge additional fees.
- I understand that this is not a consent to, or a request for, a procedure.
- I confirm that I have checked the Patient Label and hereby confirm that the patient details are correct
- For WorkCover/DVA or Defence Personnel - I/we agree that Calvary Adelaide Emergency Department may directly bill WorkCover Insurance companies, DVA and Defence Personnel.
- I understand that the cost of an Iron Infusion is \$300, which is payable at the end of the visit.
- Accounts not paid within 2 months are then the responsibility of the patient for payment.

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