



Calvary Lenah Valley
Emergency Department



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Informed Financial Consent

Welcome

The Calvary Lenah Valley Emergency team looks forward to caring for you.

About Us

Our Emergency Department (ED) cares for all acute emergency conditions (except major trauma) including medical, surgical, obstetric and paediatric cases. Our ED is staffed by highly trained emergency medicine doctors supported by professional and experienced emergency nurses who will ensure you receive the highest level of care possible.

Fees

Our ED is a fee-for-service with the fee schedule as follows:

- Emergency presentation fee will be \$300
- Non-Medicare entitled patients, out-of-pocket expense will be \$650, plus the full cost of all the services provided

The remainder of our costs are covered by Medicare, which can vary depending on the duration and complexity of your visit. Your Medicare component will be claimed by us on your behalf. If you need services such as blood tests, the most common ones will be paid for by Medicare.

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 applies to all patients (including Medicare card and private health insurance holders).

Non-Medicare entitled patients (e.g. international visitors) are liable for the full cost of all the services provided.

Other Fees Payable Subsequent to your visit

Our fee does not include pharmacy products such as splints, crutches and discharge drugs or the fee of any Specialist called by the ED doctor. Charges for these services are determined by the provider, without consultation with the ED.

Radiology (Medical Imaging) services are provided by a third party (I-MED Radiology Network). Any additional charges relating to that service will be billed directly to you by I-MED Radiology Network and should be paid directly to them.

Admissions

Should you require admission to the Calvary Lenah Valley Hospital, financial information relating to your admission will be provided to the hospital for validation and you will be responsible for all excesses/co-payments that are applicable as per your health fund agreement. The Calvary Lenah Valley ED will use best endeavours to admit you to the Calvary Lenah Valley Hospital, if you wish.

Wellness and Patient Experience Check

your emergency, our priority.

Following your visit to us you will receive a text message or email with a link to a short 2-minute wellness and patient experience check. This feedback is important to us as it also enables us to confirm your wellness and provide insight into the ways we can improve our services and standard of care.

Privacy Policy

The staff in Calvary Lenah Valley ED are committed to respecting your confidentiality and preserving your privacy as required by law. 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. Safeguards are used to protect the confidentiality of information provided. If you have any concerns about access your records, please discuss your concerns with your doctor.

Patient/Guardian/Alternative Decision-Maker Agreement and Consent

Please read the following:

- I/we understand that all attendances have an out-of-pocket fee, payable at the end of the visit, except for WorkCover or DVA patients. This fee applies whether admitted, discharged, or transferred, including for Medicare and private health insurance holders.
- The Emergency Presentation Fee is not refundable with Medicare or my health fund provider.
- 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% per annum on all unpaid amounts.
- I/we agree that Calvary Lenah Valley ED will submit the Medicare fees on my behalf.
- For WorkCover/DVA or Defence Personnel - I/we agree that Calvary Lenah Valley Emergency Department may directly bill WorkCover, insurance companies, DVA, and Defence Personnel. Valid workplace injuries will be charged in accordance with WorkCover Tasmania regulations. If the injury is not deemed work-related by either the emergency physician or WorkCover, the account holder is responsible for settling the account on discharge at a standard private rate.
- I understand that by signing this form, I am accepting responsibility for the ED account today and for any subsequent visits for the same condition.
- In the event of a hospital admission, all excesses/co-payments will be applicable as per your health fund agreement.
- 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 understand that I am responsible for verifying patient details at the top of this page.

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