

We hope the information in this brochure helps to clarify payment issues, regarding transportation to and from the hospital. If you should have questions or require further information regarding non-emergency patient transportation, we recommend you contact Ontario Patient Transfer at:

1-866-527-9191.

*"Building a Healthier
Community"*

Vision
To provide exceptional healthcare
through exceptional people

Mission
To be a progressive acute care hospital and
teaching facility committed to quality and
integrated patient centered care

Values
Respect Innovation
Accountability Trust



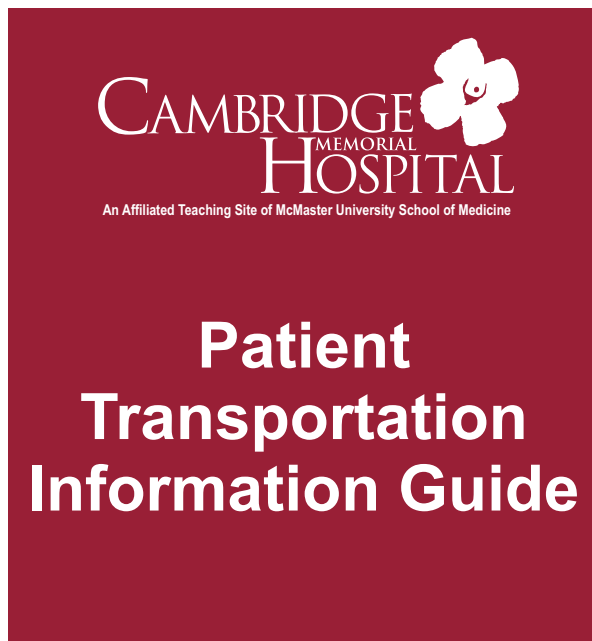
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**In Emergency situations, please
contact 911 or visit your local
hospital emergency department.**



**Information for Patients
and Families**

What you need to know.

There are many ways to move patients to the hospital, from the hospital to their homes, or between health care facilities.

- Ambulance for emergency situations or when paramedic care is needed;
- Patient transportation service for non-emergency situations where a special transport vehicle may be necessary, such as when a stretcher or wheelchair is required;
- Private vehicle/taxi/accessible taxi.

You will be required to pay for this service.

Once you are discharged, the hospital cannot hold your bed to accommodate delayed travel arrangements, so you may need to wait elsewhere in the hospital for your transportation (i.e. cafeteria, lobby, etc.).

Land Ambulance (Emergency Medical Services - EMS)

Ambulance is for emergency situations or when paramedic care is needed.

- **You will be required to pay a co-payment of \$45.00** for land ambulance if you have a valid Ontario Health Card and it is deemed necessary for your health.

- **You will be required to pay full cost \$240.00** for land ambulance if you do not have a valid Ontario Health Card or the ambulance transportation is not necessary for your health.
- You will be exempt from payment when being transported between health care facilities.

Ontario Patient Transfer Service (OPT)

Patient Transportation service is for non-emergency situations where a special transport vehicle may be necessary, such as when a stretcher is needed. Rates are based on a one-way distance from pickup to destination of less than 30 kms and do not include applicable taxes.

- **You will be required to pay a co-payment of \$37.50 plus applicable taxes** when discharged from the hospital to your private residence or a non-licensed or licensed facility when special transportation is required for your health. This includes a private home in the community, retirement residences and nursing homes.
- **You will be required to pay full cost \$75.00 plus applicable taxes** when discharged from the hospital to your private residence or a non-licensed or licensed facility for purposes of your preference or convenience. This includes a private home in the community, retirement residences and nursing homes.

Non-Ontario Residents or Ontario Residents Temporarily Living Out of Province.

If you are a non-Ontario resident or an Ontario resident temporarily living outside the province you will not qualify under OHIP for transportation coverage. It is recommended you check with your insurance provider or home province if financial assistance is required.

Rates for patient transportation services vary depending on the service and may include additional costs for distances over 30 km and fees for delays.

Before you are discharged from the hospital, you will need to arrange your transportation home. We recommend you plan your ride home with family or friends. If this is not possible, the hospital will help you arrange transportation home.