

If you need help reading or understanding English, ask our staff for help or call the Telephone Interpreter Service1 on (03) 9605 3056. You can also ask if this information is available in your preferred language.

# Fees and costs you may be charged

## Effective 28 November 2019



Because you are not covered by Medicare, Australia’s public health system, if you need any of the services listed here, **you will have to pay before** you are treated. This list does not include all possible fees and charges that could apply, so you may also get a bill for something that is not shown here.

It is worth noting that:

* not all services listed in this document will apply to you
* we have listed some of the more common item codes in this leaflet to help you check the cover you may have with an insurance provider (if applicable) before you agree to treatment
* we will do our best to give you an accurate estimate, but sometimes costs may change because of the amount of time you spend in hospital or the amount of care you need.

## Emergency Department services

* Emergency Department attendance fee (also called facility fee and treatment), **before you see a doctor or receive treatment Item code:** n/a **Cost:** $440

## Diagnostic services (e.g. X-rays, scans, blood tests, etc.)

* Tests ordered by the Emergency Department doctor. Costs vary – ask your treating doctor for details **Item code:** MBS code will be on your bill **Cost: Varies**

## Inpatient services

* Staying in a hospital bed, **same day** (includes Short Stay Unit) **Cost:** $1,000
* Staying in a hospital bed **overnight, per night** (includes Short Stay Units) **Cost:** $1,300–$4,000
* Staying in **intensive care, per night** **Cost:** $4,000
* Staying in (heart) **coronary care, per night** **Cost:** $3,000
* Receiving daytime (cancer) **oncology services,** **per day** **Cost:** Up to $4,000
* Accommodation in the **special care nursery, per night Cost: $2,000**
* Operating theatre charges. Costs vary and align with the Medical Benefits   
  Schedule, National Procedure Banding and published TAC theatre fees.   
  Ask your treating doctor for details. **Cost:** Varies
* Hospital in the Home, per visit; i.e. a medical and care service provided to   
  receive care in their own home or at another suitable location **Cost:** $250

1. We provide the Telephone Interpreter Service free of charge. If you need to see an interpreter in person, we can arrange that for you but there

is a per-hour charge. Please ask our staff for details.

## Inpatient services (continued)

* Birthing/Delivery suite charges **Cost:** Varies

If you have cover with an Australian health insurance fund, costs align  
 with the Medical Benefits Schedule, National Procedure Banding and   
 published TAC theatre fees.  
 If you have an Eastern Health Maternity Package, this fee is included in  
 your package.

* Caesarean section charges, including the birthing/delivery suite **Cost:** Varies  
  If you have cover with an Australian health insurance fund, costs align  
   with the Medical Benefits Schedule, National Procedure Banding and   
   published TAC theatre fees.  
   If you have an Eastern Health Maternity Package, this fee is included in  
   your package.

## Outpatient services

* First appointment (including obstetricians)  
   **Item code:** 110 **Cost: $350**
* Next and ongoing appointments, per visit (including obstetricians)  
   **Item code:** 116 **Cost: $240**
* Midwife appointment, per visit **Item code:** n/a **Cost: $240**If you have an Eastern Health Maternity Package, this fee is included in your  
  package.
* Domiciliary care, per visit (extended post-natal care after the birth; i.e. the   
  midwife checks the mother and baby at home)  
   **Item code:** n/a **Cost: $250**

## Orthoses and prostheses

* Prostheses (e.g. items used during surgical procedures like surgical mesh, wire, screws). Costs vary and are specific to items used. **Item code:** Code will be on your bill **Cost: As per hospital costs**
* Orthoses (e.g. braces and splints). Costs vary and are specific to items used.   
   **Item code:** n/a **Cost: As per hospital costs**

## You can find more fees and charges information on our website

We publish a list of current fees at **www.easternheath.org.au/feesandcosts**.

## Any questions or need help?

Call Patient Revenue Services on **1300 020 276** from 8.00 a.m. to 4.30 p.m. Monday to Friday (AEST) – except on public holidays – or email **patient.accounts@easternhealth.org.au** if you have any questions about your fees and charges.

## Protecting your privacy

Eastern Health is committed to protecting your privacy. We will keep your personal information secure and disclose information about you only when required or permitted by law. We comply with relevant privacy legislation. If you would like more information, please ask a staff member, visit our web site **www.easternhealth.org.au** or call **1300 342 255**.

Eastern Health is accredited by the Australian Council on Healthcare Standards.

