

## How Do I Pay My Account?

There are a number of ways you can pay your account for your hospital care:

- **Over the phone** by credit card to the hospital's revenue office (phone numbers on the back of this brochure)
- Complete a credit card form available from the revenue office.  
  
(Mastercard / Visa / EFTPOS only)
- In person at cashier locations - see contact details in this brochure
- By mail – refer to the address on your invoice

## What Happens if I Don't Pay My Account?

If you do not pay your account in the agreed timeframe, your details will be sent to a collection agency to handle. If required, our hospital may also need to advise the relevant Commonwealth authorities.

If you are experiencing financial or non-financial problems which make it hard for you to pay your account, please talk to our revenue office.

### Contact Details:

#### North West Regional Hospital

Brickport Rd, Burnie, TAS 7320  
Revenue Office: (03 ) 6477 7787  
Cashier Location: L 4 Parkside, 1 Brickwell Street, Burnie 7320

#### Mersey Community Hospital Bass

Highway, Latrobe TAS 7307 Revenue  
Office: (03 ) 64785258  
Cashier Location: Ground Floor, Mersey Community Hospital

#### Launceston General Hospital

Charles Street, Launceston TAS 7250  
Revenue Office: (03 ) 6777 6027  
Cashier Location: L 3 , Launceston General Hospital

#### Royal Hobart Hospital

Liverpool Street, Hobart TAS 7000  
Revenue Office: (03 ) 6166 8252  
Cashier Location: L 1 Wellington Centre, Argyle Street Hobart 7000



Interpreter



THS Revenue Office

# A Guide to Patient Charges

Medicare Ineligible Patient  
(Overseas visitors, students and workers)

TASMANIAN  
HEALTH  
SERVICE



## The Cost of Medical Care at Our Hospital

If you are sick or injured and arrive at our hospital for treatment, it is important to understand the cost of this care if you are an overseas student, worker or visitor.

If you do not hold a valid Medicare card, are not an Asylum Seeker or a visitor from a country who has Reciprocal Health Care Agreement with Australia, you will be deemed a *Medicare Ineligible patient*

*Medicare ineligible patients will be required to pay for all hospital services. Charges may vary depending on the treatment provided and whether you are covered by an Australian Health Fund.*

Further information can be found on our webpage

<https://www.health.tas.gov.au/patients/health-costs/medicare-ineligible-patients>

## Countries which have Health Care Agreements with Australia

The Australian Government has Reciprocal Health Care Agreements (RHCA) with the below governments. These agreements entitle you to medically necessary treatment while you are in Australia

- United Kingdom
- Ireland
- Netherlands
- Belgium
- Slovenia
- Italy
- New Zealand
- Sweden
- Finland
- Norway  
(limited cover)
- Malta

## International Students

With the exception of students from Belgium, New Zealand, Norway and Sweden it is a condition of your student visa that you take out Overseas Health Cover.

## Asylum Seekers and Refugees

Asylum seekers and refugees are eligible for free medical care in Tasmanian public hospitals. However, you will need to produce documents to confirm your status – including Department of Immigration and Citizenship or a recognised asylum support agency, such as Red Cross.

If you don't have your documents with you, you will need to pay upfront for your medical costs.

However, these costs can be repaid to you once you show your documents to the THS Revenue Office.

## What Information do I Need to Bring to Hospital with Me?

You will need to bring:

- Your passport and visa
- Contact information during your stay in Australia
- Evidence of overseas residential address
- Health insurance policy details (if this applies to you)

## What if I have Private Health Insurance?

If you have private health insurance, our hospital may be able to submit your accounts – with your signed claimed form – to your insurer for you. Please contact the Revenue Management office to discuss.

## What are the Costs of Hospital Care?

The below figures are a guide – fees are subject to change each year. You should request an up-to-date estimate from our revenue office prior to your hospital stay.

• Emergency Department (per visit)	\$603
• Outpatient visit (per appt)	\$346
• Overnight stay (per night)	\$2688
• Day Procedure	\$2282
• High Dependency Unit (per night)	\$4003
• Intensive Care Unit (per night)	\$6978
• Coronary Care Unit (per night)	\$4848
• Neonatal Special Care Nursery (per night)	\$4003
• Sub-acute	\$1583
• Non-acute	\$1146
• Doctors' fees	Full cost of service
• Diagnostics	Full cost of service
• Prostheses	Full cost of item(s)

All rates are in Australian dollars.