

Payment Guidelines for Non-Insured Clients

The healthcare services provided **at the** Vaughan Community Health Centre (VCHC) are free of charge for non-insured clients.

The VCHC has limited funding to pay for diagnostic services (laboratory and x-ray) and/or specialist care for their non-insured clients. The client is responsible for paying hospital administrative fees for services received at the hospital and other charges not covered by the Ontario Health Insurance Plan (OHIP).

For the VCHC to pay for diagnostic services and/or specialist fees, the client must:

1. Be referred by VCHC's Nurse Practitioner or Family Doctor.
2. Obtain the non-insured referral letter from VCHC's Physician or Nurse Practitioner before each visit with the specialist or test.

VCHC has agreements with specialists, diagnostic imaging facilities and hospitals. The Mackenzie Health Hospital and Markham Stouffville Hospitals. Clients must reside in the postal code area of Maple, Woodbridge, Concord, Thornhill, Kleinburg, Richmond Hill and Markham.

SECTION 1:

The VCHC will pay for the following at OHIP rates only:

- Laboratory tests covered by OHIP.
 - Diagnostic imaging tests
 - Visits with specialists at their office or in a health facility such as a hospital.
 - Physician visits at hospital emergency department
 - Physician and diagnostic tests during hospital inpatient care
- Please note visits at hospitals are subject to an administrative fee which will be required to be paid by the client.*

The VCHC will not pay for:

- **Any service** received at a hospital is subject to administrative fees. Administrative fees are not covered by OHIP and will not be paid by the VCHC. The client is responsible for paying the charges of each visit. The hospital will inform the client directly of the fees that are to be paid. **Below are some examples of hospital**

fees. Please note, the fees may be different at different hospitals and are subject to change without notice:

- For emergency department and outpatient clinic visits, hospital fees are on average between \$285.00-\$530.00 per visit.
- Surgical room fees at the hospital are on average between \$575.00-\$1,600.00 per day.
- Clients will be provided with the hospital finance office contact to coordinate the payment plan.
- Appointments to specialists or tests referred to by other specialists or hospital staff that have not been pre-approved by the VCHC.
- Walk-In clinics visits
- Urgent Care clinic visits
- Laboratory and diagnostic tests that have not been ordered or approved by VCHC
- Medication

SECTION 2: SPECIFIC FOR PRENATAL CARE

The VCHC will pay for the following at OHIP rates only:

- VCHC will refer all non-complicated pregnancies to a midwife.
- VCHC will refer complicated pregnancies to an obstetrician and cover their OHIP fees for appointments that are arranged by VCHC.
- VCHC will cover the obstetrician delivery fees.
 - VCHC will pay for a cesarean section and anesthetist when clinically indicated by the obstetrician.
- An obstetrician will be seen for the six-week postpartum appointment and then the client will return to VCHC for the rest of their care, unless there are complications and another appointment with the obstetrician is needed.
- Laboratory tests and diagnostic tests ordered by VCHC Physicians or Nurse Practitioners.
- Laboratory tests and diagnostic tests ordered by the obstetrician have been pre-approved by the VCHC.

The VCHC will not pay for:

- Obstetrician fees the client has arranged on their own.

- Laboratory and diagnostic tests that have not been ordered or approved by VCHC
- Cost of administration (insertion, maintenance, doctor's fee) of epidural anesthesia during delivery.
- Any additional costs not covered by OHIP charged by the hospital.
- Medication

Please note, if you make a payment for any of the health care needs mentioned above, this payment cannot be reimbursed by the VCHC. Also, once the VCHC uninsured financial resources are spent for the current fiscal year, we will not be able to pay for specialist fees or lab and diagnostic tests.

If you have questions or concerns, please ask to speak to the VCHC, Reception Team Lead, Fatima Teixeira, before signing the document.

This document has been explained to me, and I understand and accept the content.

Client's signature: _____

Date: _____

Frequently Asked Questions

1. What should I do if I get sick and VCHC is closed?

- On-call physicians are available by phone 905-303-8490 before or after VCHC hours of operation.
- If the physician refers a client to the hospital, VCHC will cover the hospital ER physician fee and diagnostic fees at OHIP rates. The client covers administrative fees as per the hospital policy.
- For any emergency, please call 911 for assistance. VCHC does not cover the ambulance fees.

2. If another doctor refers to a specialist or tests, will VCHC pay for the visit and tests?

-All referrals and tests must be approved by the VCHC Physician or Nurse Practitioner.

3. Do I need a letter each time I visit the specialist or hospital?

-Yes, clients must present a referral letter from VCHC on each visit.

4. If I pay for tests or specialists or procedures, can I get reimbursed by VCHC?

-VCHC cannot reimburse the client.

5. What happens if the hospital overcharges me after I provided the referral letter from VCHC.

-Client to inform VCHC staff who will contact the Hospital to adjust the charges and refund the overcharges directly to the client.

6. Do I need to inform VCHC if my health insurance status changes or I receive the OHIP?

-Yes, client to inform VCHC when OHIP is active.

7. If I move from the Western York Region, do I need to inform VCHC?

-Yes, if the client moves outside Western York Region, our staff will support transferring to another Community Health Centre closer to the new residence.