

About us

Metro South Health is comprised of five major hospitals as well as Community and Primary Health Services on the south side of Brisbane, servicing an estimated population of 1 million people, approximately 23 per cent of Queensland's population.

Our hospitals include:

- » Princess Alexandra Hospital
- » Queen Elizabeth II (QEII) Jubilee Hospital
- » Logan Hospital
- » Beaudesert Hospital
- » Redland Hospital



Specialist services

Our hospitals and community services deliver a wide range of advanced specialist services including:

- » Emergency medicine
- » Acute care
- » Surgical
- » Medicine
- » Maternity
- » Mental health
- » Indigenous health
- » Rehabilitation
- » Aged care
- » Palliative care
- » Pain medicine
- » Oral health

Informed Financial Consent - providing Medicare Ineligible patients with hospital fees and charges information

More information

For further information about your Medicare eligibility, please speak to a Patient Option Liaison Officer (POLO).

Princess Alexandra Hospital :

General enquiries - **07 3176 5560**

Account Enquiries - **07 3176 5509**

QEII Hospital:

General Enquiries - **07 31826825**

Account Enquiries - **07 3182 6459**

Logan Hospital:

General and Account Enquiries - **07 3299 8954**

Redland Hospital:

General and Account Enquiries - **07 3488 3498**



Partnering with Consumers - This patient information brochure supports National Safety and Quality Health Service Standard 2 (2.4.1) Consumers and/or carers provided feedback on this patient information.

Last reviewed: July 2018
Review date: July 2019
Brochure no. PIB0085/v4

Medicare Ineligible

Fees and Charges Information



Metro South Health



**Queensland
Government**

Medicare Ineligible Patients

Patients that do not hold Medicare entitlements are classified as Medicare Ineligible and are responsible for the following Outpatient Department fees*

- » **\$371.05** per professional consultation (nurse, allied health professional, medical officer)
- » **\$107.10** for each pathology request
- » Medicare Schedule Fee for diagnostic imaging
- » Full cost for pharmaceuticals

Medicare Ineligible Emergency Department (ED) treatment is charged as per ED triage categorisation*

- » ED attendance triage 1 **\$1324.30**
- » ED attendance triage 2 **\$1115.75**
- » ED attendance triage 3 **\$838.35**
- » ED attendance triage 4 **\$537.70**
- » ED attendance triage 5 **\$342.05**

When a patient is admitted to hospital from the Emergency Department revenue staff will discuss payment arrangements prior to discharge.

When a patient has a planned admission payment arrangements will be made prior to the patient being admitted to hospital. Our revenue and clinical staff will be able to assist with a quote.

Inpatient charges are per day rates plus additional costs. i.e. pharmaceuticals and prosthetics.

Emergency Short Stay and General Admissions*

- » Same Day Admission **\$1890.95**
- » Overnight Admission **\$2237.65**
- » Intensive Care Overnight **\$5634.00**
- » Operating Theatre < 1 hour **\$ 1023.10**
- » Operating Theatre > 1 hour **\$2573.00**

Where a patient chooses to leave before or partway through an Emergency Department service, the hospital has the discretionary powers to discount the service fee depending on the level of treatment provided.

Visitors Health Insurance

If you hold travel, visitors cover or working visa insurance, depending on your level of cover, your insurance may not fully cover these fees.

Any gaps will be the responsibility of the patient.

Overseas Student Health Cover

As part of the Student Visa requirements, students must take out student health insurance cover. To ensure your insurance company can be charged for your visit, staff will ask you to view your passport and visa.

NOTE: Visitors to Australia on a student visa from Republic of Ireland, Norway, Finland and Malta are not covered by the Reciprocal Health Agreement. For further information on Reciprocal Health Care Agreements please see the relevant brochure.

What information will I be asked for?

To assist staff in raising the correct fees, you will be asked to produce your:

- » Passport & Visa Status
- » Up-front payment for services
- » Travel and/or health insurance policy details
- » Overseas residential, email address and phone numbers
- » Residential details and sponsor details including contact information during your stay in Australia
- » For Malta & Italy only - proof of period you have been in Australia
- » Complete all necessary hospital and health insurance information forms

Medically Essential Treatment

If clarification is required to deem if treatment is medically essential and requires treatment before the patient returns home, staff will contact the Director of Medical Services for a determination.

In the case of non-urgent or extended type treatment being required, ie cancer services where high cost pharmaceuticals are required the patient may be financially advantaged by being transferred to a private hospital where high costs drugs are reimbursable. Staff will contact the Medical Director Cancer Service.

Overseas Medicare ineligible patients seeking elective medical treatment in Australia must apply for a Medical Treatment visa (Subclass 602). A condition of the visa is that prior approval is obtained from the public facility.

Tuberculosis Treatment

The Queensland Health Tuberculosis Control HSD states there will be no costs directly charged to the patient with suspected or confirmed TB, however costs can be indirectly recovered from a third party (such as a health insurer); with the hospital arranging this; and ensuring that no costs are passed onto the patient.

Account Payment

The Australian Government encourages all travellers to Australia maintains adequate health insurance or enough funds to finance any essential health treatment during their stay. In most instances Metro South Health requires upfront payment for treatment provided. Our Patient Liaison Officers are available to discuss our payment terms and plans. Metro South Health may take out legal proceedings to recover all outstanding debts.

* Fees applicable from 1 July 2018 to 30 June 2019