

Epworth Geelong

Emergency Department fees explained

Attendance fee

When you attend our Emergency Department at Epworth Geelong, a gap fee of \$335 applies. If payment is made by credit card, the bank surcharge will also apply. This attendance fee is **not covered by private health insurance**.

Medicare will post you a cheque made out to Dr Matt Ryan at Epworth. This occurs of the Medicare claiming system, even though the payment is intended for Epworth.

You do not need to send this cheque to us or take any further action. Medicare will pay Epworth directly.

When you receive the cheque, please write “VOID” across it and dispose of it securely (shred or destroy).

We know this can be confusing, and appreciate your understanding. Unfortunately, this is a Medicare process that we are unable to change.

For international visitors (without an Australian Medicare card), the ED attendance fee is \$570.

Radiology Victoria

Radiology Victoria provides radiology services, like X-rays, ultrasounds, CT scans and MRI scans for Epworth hospital, including the Emergency Department. It is a separate provider to Epworth.

- › For most emergency patients, the out-of-pocket cost for radiology is capped at \$240.
- › Services not claimable from Medicare (for example, CT scans and MRIs of soft tissues) are not included in this cap.
- › If you are admitted to hospital, your out-of-pocket radiology costs may vary depending on your private health insurance.

You will receive an invoice directly from Radiology Victoria. Often, this invoice will show the full amount charged. Medicare will pay the balance for Medicare-claimable services.

Epworth Geelong Emergency Department is unable to assist with any billing enquiries related to Radiology Victoria. Please contact Radiology Victoria accounts directly.

Epworth Pathology

Epworth Pathology provides pathology services for Epworth hospital, including the Emergency Department. It is a separate provider to Epworth hospital.

- › For most emergency patients, the out-of-pocket cost for pathology is capped at \$150.
- › Pathology tests performed in the ED cannot be bulk-billed, in line with Medicare guidelines.
- › Services not claimable from Medicare are not included in this cap.
- › If you are admitted to hospital, your out-of-pocket pathology costs may vary depending on your private health insurance.

You will receive an invoice directly from Epworth Pathology for the out-of-pocket amount.

Epworth Geelong Emergency Department is unable to assist with any billing enquiries related to Epworth Pathology. Please contact Epworth Pathology accounts directly.

For more information, speak to a nurse in the waiting area or at reception, or contact the Epworth Geelong Emergency Department on 03 5271 7000. In an emergency, call 000.

Epworth Geelong

Emergency Department

Emergency Department parking

Temporary parking is available in front of the Emergency Department. Epworth Geelong has parking on-site, close to the main entrance of the hospital.

Where to find us

Emergency OPEN 24 hours

✚ Epworth Geelong

1 Epworth Place, Waurm Ponds

In case of an emergency, call 000

