

Are you an overseas visitor and ineligible for Medicare?

Your guide to Patient Charges
at Melbourne Health

Who is a Medicare Ineligible Person?

Any visitor to Australia who does not hold a valid Medicare card, or does not fall under one of the classifications below:

Reciprocal Rights: The Australian Government has Reciprocal Health Care Agreements (RHCA) with the governments of the United Kingdom, New Zealand, Republic of Ireland, Sweden, The Netherlands, Finland, Belgium, Norway, Slovenia, Malta* and Italy*.

These agreements may entitle you to limited subsidised health services for medically essential treatments whilst visiting Australia.

*Covered for Medicare for a period of six months from the date of arrival in Australia.

Asylum Seekers/Refugees are provided with free medical care (including emergency and elective care) pathology, diagnostic, and pharmaceutical services in Victorian Hospitals. Asylum Seekers/Refugees will need to produce supporting documentation confirming their status as an asylum seeker from the Department of Immigration and Citizenship, or support agency such as the Red Cross, Hotham Mission, McKillop Family Services or International Health and Medical Services and/or Evidence by Visa class (bridging Visa E).

If documentation is not provided, there will be an expectation to pay for all associated medical costs. When documents are presented to the Patient Liaison Officer, associated fee(s) can be waived.



Do I need to pay for my medical treatment whilst at Melbourne Health?

All overseas visitors to Australia that are not covered under the Reciprocal Health Care Agreement or are not an asylum seeker/refugee will be treated as a Medicare Ineligible Patient and as such will be required to pay costs incurred for all medical treatment whilst at Melbourne Health. This includes all outpatient visits, as well as inpatient (admitted) care, theatre fees, prostheses, consumables, pathology, radiology, pharmaceuticals and accommodation.

Melbourne Health requires upfront payment of these fees prior to your attendance (at outpatient clinics or Emergency).

In most instances Melbourne Health requires upfront payment for your inpatient stay. If you have private health insurance subject to the terms of your policy Melbourne Health may be able to claim these costs from your insurer. Please contact our Patient Liaison Officers to discuss further.

As a Medicare Ineligible patient, it is your responsibility to ensure that you have appropriate health insurance cover or at the very least adequate money to cover the full cost of your health care.

Will I have to pay for Diagnostic Charges?

You will be required to pay for all Diagnostic Charges levied for radiology and pathology services.

Will I have to pay for Pharmacy Charges?

You will be required to pay for all Medication Charges levied for pharmacy services.

What information do I need to provide?

You will be asked to provide the following:

- your passport and visa status
- contact information during your stay in Australia
- overseas residential address and phone number
- relevant health insurance policy details
- upfront payment for services

What happens if I don't pay my account or agree to a suitable payment arrangement?

You are responsible for your health costs at Melbourne Health, please ensure you have adequate health insurance or enough funds to finance your stay.

If you do not pay, Melbourne Health will instigate legal proceedings to recover all outstanding amounts; this will result in advising relevant commonwealth authorities of breach of visa terms and requirements.

Emergency, Standard Ward and Outpatients Fees

Emergency Attendance (less than 4 hours)	\$580
Emergency Admission (more than 4 hours)	\$1,800

Day Only – Bed Rate	\$1,800 per day
Overnight – (Medical) Bed Rate	\$1,850 per night
Overnight – (Surgical) Bed Rate	\$2,000 per night
Overnight – (Adv Surgical) Bed Rate	\$2,400 per night
Theatre fees	As per procedural banding
Prosthesis	Full cost recovery
Psych Bed Rate	\$1,850 per night

Outpatient Clinic (per consultation)	\$380
Allied Health Clinic (per consultation)	\$250
Hospital in the Home	\$1,200 per day
Interpreter fees (less than 2 hours)	\$160

CORONARY CARE UNIT

Bed Fee	\$3,800 per night
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INTENSIVE CARE UNIT

Bed Fee	\$5,500 per night
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CPU/DAY ONCOLOGY/DIALYSIS SERVICES

Day Only – Bed Fee	\$1,800 per day
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REHABILITATION

Bed Fee	\$1,850 per day
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SUB-ACUTE

Bed Fee	\$1,500 per day
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DIAGNOSTICS

Radiology/Pathology & Ultrasound Services	150% of the CMBS
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The fees above do not include additional costs for procedural billing, inpatient consultations, and anaesthetics. You are responsible for all fees and charges including discharge medication, pharmaceuticals and high costs drugs.

Please note fees above are a general guide only and are subject to change sometimes without notice. Please request an up to date quote prior to your admission.

Need help or assistance?

If you have any questions, or need assistance please contact the Patient Liaison Office:

Royal Melbourne Hospital
Office Hours are 8.00am to 4.30pm everyday excluding Public holidays
T: (03) 9342 8932
or (03) 9342 2521
F: (03) 9342 7048
E: RMH-FinanceRevenue
ServicesPLO@mh.org.au

Royal Park Hospital
Office Hours are 8.00am to 4.30pm Monday to Friday, excluding Public holidays
T: (03) 8387 2160
F: (03) 8387 2222
E: RP.Finance@mh.org.au
www.rmh.mh.org.au

Where to pay your Melbourne Health Accounts

In person at the Cashier's office located at:

Royal Melbourne Hospital:
300 Grattan St, Parkville

Royal Park Hospital:
34–54 Poplar Rd, Parkville

The Cashier accepts cash, EFTPOS, cheque or credit card:

Royal Melbourne Hospital:
(03) 9342 7422

Royal Park Hospital:
(03) 8387 2215

Cheque or money order payment via mail addressed to:

Patient Administration
Locked Bag 860
Carlton South
VIC 3053



The Royal
Melbourne Hospital