



# Fees for patients not covered by Medicare

## - Medicare ineligible patients

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### Who is a Medicare ineligible patient?

You are a Medicare ineligible patient if you:

- do not have a valid Medicare Card
- are not an asylum seeker
- are not visiting from a country that has a Reciprocal Health Care Agreement (RHCA) with Australia.

If this applies to you, you must pay the cost of your health care and your baby's health care. Make sure you have health insurance or enough funds to cover these costs.

### Reciprocal Health Care Agreements

Australia has Reciprocal Health Care Agreements with:

- United Kingdom
- New Zealand
- Republic of Ireland
- Sweden
- the Netherlands
- Finland
- Belgium
- Norway
- Slovenia
- Malta\*
- Italy\*

\*Visitors from Malta and Italy can receive subsidised medically necessary health care for up to six months from the date they arrived in Australia.

### Asylum seekers or refugees

An asylum seeker is someone who has applied for refugee status and is waiting for a decision on their application.

Victorian hospitals provide free medical care, including diagnostic services, to asylum seekers and refugees. However, they must pay for any medicines or pharmacy items.

### Will you have to pay for your health care at the Women's?

#### Outpatient appointments, emergency department visits and medical imaging

Yes, you must pay for all outpatient appointments, emergency department visits and medical imaging services before your consultation.

The Women's will give you a paid invoice and receipt to take to your health fund to request reimbursement. The amount you get back depends on your health insurance policy.

You must pay for any outpatient medicines when they are dispensed.

## Hospital admissions

If your Australian health insurance provides a 100% payment guarantee, we will invoice your bed fee and treatment costs directly to your health fund. You must pay any amount that is not covered paid by your health fund.

You must pay the full cost of your admission and treatment if:

- you do not have a valid Australian health insurance policy
- you only have a travel insurance policy
- we cannot get a payment guarantee from your health fund.

We will give you a receipt and paid invoice that you can submit to your overseas or travel insurer for reimbursement.

The invoice for any medicines you take home after discharge is included in the bag that contains your medicines.

## What information will you need to provide??

We may ask you to provide:

- your passport ID page and visa grant letter
- payment before your appointment or treatment
- your contact details while you are in Australia
- your overseas residential address and contact details
- details of your health insurance policy
- evidence of your immigration status, such as:
  - HCA card
  - proof of citizenship
  - interim Medicare card
  - a letter from a recognised asylum support agency, such as the Red Cross or the Asylum Seeker Resource Centre (ASRC).

If you are an asylum seeker or refugee and cannot provide evidence of eligibility at the time of your admission or appointment, you will need to pay for all your medical costs. We will reimburse you once you provide the required documentation.

## A general guide to costs

The below fees apply from 1 July 2026.

Fees and charges are updated regularly and may change without notice.

<b>Emergency attendances</b>	
Emergency attendance	\$650 per visit
Same day admission, excluding surgical	\$2,200 per day
<b>Outpatient services</b>	
Outpatient specialist clinics appointments – all specialties (in person/video/phone)	\$460 per visit
Allied health appointments – all specialties (in person/video/phone)	\$240 per visit
Diabetes education – initial education session	\$150
Diabetes education – follow-up (in person/video/phone)	\$100 per visit
Childbirth education – total for 2 x 4 hour sessions	\$500

<b>Adults – Bed fees/accommodation</b>	
Maternity – birthing (includes 1 night)	\$4,800 per day
Maternity – overnight (non-birthing)	\$4,300 per night
Maternity – same day (non-birthing)	\$2,200 per day
Medical – same day	\$2,200 per day
Medical – overnight	\$2,400 per night
Surgical – same day	\$2,500 per day
Surgical – overnight	\$2,700 per night
Complex Care Unit	\$4,000 per day
Intensive Care Unit at <b>The Royal Melbourne Hospital (RMH)</b>	Charged directly by RMH
<b>Neonatal services</b>	
Neonatal Intensive Care Unit (NICU) – 0 to 4 days	\$6,000 per day
Neonatal Intensive Care Unit (NICU) – 5+ days	\$5,300 per day
Special Care Nursery	\$4,400 per day
<b>Maternity packages</b>	
Full package for uninsured patients (includes outpatient care, delivery, theatre fees, 2 domiciliary visits <sup>^</sup> , interpreter, doctor accounts)	\$19,750
Outpatient only package (includes outpatient care, 2 domiciliary visits <sup>^</sup> and interpreter) - only available to patients with inpatient insurance cover and no outpatient cover	\$5,500
<b>Other charges</b>	
Medical fees (including anaesthetics)	Full cost
Prosthesis	Full cost
Ultrasound	\$280 per service
MRI	Adult \$450 Foetal \$880
Other imaging	100% MBS
Theatre fees	Full cost
Pathology	Full cost
Pharmaceutical	Full cost
Hospital in the Home (HITH)	\$700 per visit
Domiciliary visits <sup>^</sup>	\$175 per visit
Interpreter service	\$170 per service

<sup>^</sup> Domiciliary visits are hospital care delivered in your home.

## Payment terms

You must pay for outpatient services, including care in the emergency department, when you arrive for treatment. This applies even if you have an Australian health insurance policy. We will give you an invoice and receipt to submit to your insurer for reimbursement.

If you are having planned (elective) inpatient treatment, you must pay before your treatment. If you receive emergency treatment, you must pay when you leave the hospital, unless you are covered by an Australian health insurance policy for your inpatient services.

If your health fund does not pay the full cost of your treatment, you must pay any remaining amount.

**If you do not pay your account or do not pay an agreed payment plan, we will refer your account to a debt collection agency. This agency may report the debt to the Department of Immigration or other relevant government authorities.**

## How can you pay your account?

You can pay by:

- BPAY
- BPoint (online portal)
- credit card
- cash
- money order.

Pay at the Cashier's Office on the ground floor. The Cashier's Office is open from 8.00am to 4.00pm, Monday to Friday.

You can find BPAY details at the bottom of your invoice.

We do not accept American Express.

If you are paying for your Emergency Department fee at the window in Emergency, you can only pay with EFTPOS. American Express is not accepted.

To pay online through our BPoint portal, scan the QR code or visit:

[www.bpoint.com.au/pay/THEROYALWOMENSHOSPITAL1?billcode=2255362](http://www.bpoint.com.au/pay/THEROYALWOMENSHOSPITAL1?billcode=2255362)



## More information

If you have any questions, please contact Revenue Operations.

Hours: Monday to Friday, 8.00am to 4.00pm

Phone: (03) 8345 3012

Email: [patientaccounts@thewomens.org.au](mailto:patientaccounts@thewomens.org.au)

## Do you need an interpreter?



You can ask for an interpreter if you need one.

Call our interpreter service on (03) 8345 3054.

[www.thewomens.org.au/patients-visitors/clinics-and-services/support-services/interpreters](http://www.thewomens.org.au/patients-visitors/clinics-and-services/support-services/interpreters)

## Patient accounts

Account enquiries: 03 8345 3012

Account payments: 03 8345 3007

Email: [patientaccounts@thewomens.org.au](mailto:patientaccounts@thewomens.org.au)