
Payment Options

Where possible, we ask that patients pay the ambulance fees upon arrival to the hospital.

You can make the payment by cash, debit or credit card in person at the hospital at any of these locations (Level 1):

- Emergency Registration Desk
- Emergency Finance Desk, or
- Cashier Office.

If you are unable to make the payment while you are at the hospital, you can pay your bill using one of the following options:

1. Pay by mail

Send a cheque or money order to:
Humber River Health
1235 Wilson Ave., Toronto, ON M3M 0B2
Attn.: Finance Office

2. Pay by phone

Have your bill and credit card information ready and call:
Tel: (416) 242-1000 ext. 81400

3. Pay via internet

Have your bill and credit card information ready. Visit www.hrh.ca and click on "Pay my Bill"

4. Pay at your participating local branch
(in person/online/telephone banking)

Contact Us:

**Finance office
Humber River Health**

**1235 Wilson Ave.,
Toronto ON M3M 0B2**

Tel: (416) 242-1000 ext. 81400

Hours of Operation:
Monday to Friday, 8:00 a.m. to 4:00 p.m.

For more information about ambulance fees in Ontario, please refer to:

Ministry of Health and Long Term Care
Ambulance Service Charges
<http://www.health.gov.on.ca>

¹As per Ontario's Health Insurance Act, Regulation 552

²Fees set by the Ontario Ministry of Health and Long-Term Care



Ambulance Fees Information

English

This information is important! If you have trouble reading this, ask someone to help you.

Italian

Queste informazioni sono importanti! Se ha difficoltà a leggere questo, chiedi aiuto a qualcuno.

Spanish

¡Esta información es importante! Si tiene dificultad en leer esto, pida que alguien le ayude.

HUMBER RIVER HEALTH
1235 Wilson Ave., Toronto, Ont., M3M 0B2

Information for Patients Arriving by Ambulance

In Ontario, patients are responsible for the cost of travelling by ambulance. This cost is set by the province. When a patient arrives at Humber River Health by ambulance, we bill the patient for this service on behalf of the province.

The fee for typical ambulance service is **\$240**. However, the Ontario Health Insurance Plan (OHIP) covers most of this fee **if travelling by ambulance was medically necessary**. As a result, Ontario residents with a valid Ontario health card would pay only a portion of the total cost in the amount of **\$45** (called a “co-payment”).¹

Ambulance Fees ²	
If the patient...	Fee
Is an Ontario resident with a valid Ontario Health card (OHIP) and the ambulance is medically necessary	\$45
Is an Ontario resident <i>without</i> a valid Ontario Health card (OHIP)	\$240
Has a valid health card from another province	\$240
Received ambulance service that was not deemed medically necessary	\$240
Is uninsured/a non-resident of Canada	\$240

Special Exemptions

If you are an Ontario resident with a valid OHIP card, you will usually pay \$45 for ambulance service, but there are some exceptions. You will be fully covered for ambulance services if the trip is medically necessary **and** you are:

- Receiving benefits under the Ontario Works Act, Ontario Disability Support Program Act, Family Benefits Act.
- Receiving provincial social assistance (general welfare assistance or family benefits).
- Transferring from one hospital or health care facility to another to receive insured, medically necessary treatment.
- Receiving certain home care services approved for this exemption.
- Living in a long-term care home, home for special care or home/residence for psychiatric patients.

Frequently Asked Questions

Why did I receive a \$45 bill for ambulance services?

There is a fee for ambulance service in Ontario. The fee for this service is **\$45** if:

- The ambulance service was medically necessary, **and**
- You are an Ontario resident, **and**
- You have a valid OHIP Card.

Why did I receive a \$240 bill for ambulance services?

The fee for ambulance services is **\$240** if:

- The ambulance service was not medically necessary; **or**
- You do not have a valid OHIP Card, **or**
- You are not a resident of Ontario or Canada.

Who decides if the ambulance service was medically necessary?

The doctor at the receiving hospital will make the decision. If the doctor decides that you could have made your way to the hospital by other means, you will be billed the full amount of \$240.

Why did my other family members, who arrived by ambulance service with me, receive a bill for \$45 each?

As per the Health Insurance Act, each person who travels by ambulance will be billed the fee for using the service. They are each responsible for paying this fee.

