

WORDS USED IN THE AMBULANCE FEE REGULATIONS

“Approved facility” generally means a hospital located in Nova Scotia. For a list of approved facilities, call the EHS billing office.

“Financial hardship” means having the intention but not the financial capacity to make the required payments within the time frame set out in the payment terms.

For all inquiries about Ground Ambulance service fees, contact:

EHS Billing Office
239 Brownlow Ave, Suite 103
Dartmouth, NS B3B 2B2
Phone: (902) 832-8337
Toll-free: 1-888-280-8884

“Inter-facility transport” means ambulance transportation between or among approved facilities.

“Long term care facility” means a nursing home, home for the aged or residential care facility licensed by the Minister of Health and Wellness under the Homes for *Special Care Act*.

“Mobility challenged individual” means a person who needs ambulance transportation because of a mental or physical limitation and a physician has verified this need.

“Third party insured” means a resident or non-resident of Nova Scotia who is:

- a member of the RCMP
- a member of the Canadian Forces
- an inmate of a federal prison or penitentiary
- eligible for coverage under the Worker’s Compensation Act for a work-related illness or injury
- involved in a motor vehicle accident (Nova Scotia law requires that all vehicles be insured)

You can view the Ambulance Fee Regulations online at www.novascotia.ca/just/regulations/regs/hsiamfee.htm

The Emergency Health Services (EHS) is a branch of the Department of Health and Wellness that is a critical component of the Nova Scotia health and wellness system. Its key mandate is to ensure the delivery of collaborative health care to communities through the EHS system, including medical communications, medical first response, ground and air ambulance and other innovative programs. EHS is at the forefront of providing innovative health care to Nova Scotians.

SERVICE FEES

Ground Ambulance



Most Nova Scotians pay \$146.55 for an ambulance trip to the hospital. This is only a portion of the real cost of the service. The provincial government covers the other 80 per cent.

How much you are charged depends on a number of things. Fees are subject to change at any time.

GROUND AMBULANCE FEE SCHEDULE
Effective April 1st, 2015

**MEDICALLY ESSENTIAL
TRANSPORTATION**

**INTER-FACILITY
TRANSPORTATION**

Most Nova Scotians with a valid NS health card	\$146.55	\$0
Residents of Long Term Care Facilities	\$54.50	\$0
Mobility challenged (with note from physician)	\$108.95	\$0
Non-Nova Scotians	\$732.95	\$0
Non-Canadians & New Canadians	\$1099.35	\$1099.35
People defined as third party insured	\$732.95	\$732.95



QUESTIONS PEOPLE ASK ABOUT AMBULANCE FEES

Q: How much am I charged for ambulance transportation?

A: Most ambulance fees for people with a valid Nova Scotia health card are 80% subsidized by the government. The current subsidized rate is \$146.55. The table in this brochure shows the other service fees. The fees are a flat rate. You are not charged by kilometre within Nova Scotia.

Q: What if I am unable to pay?

A: If you are unable to pay the fee you were charged for ground ambulance service, EHS can offer you an interest free payment plan based on your ability to pay. Alternatively you may qualify for the Ambulance Fee Assistance Program. For more information, go to: www.novascotia.ca/dhw/ehs or call the EHS billing office at (902) 832-8337 or toll-free 1-888-280-8884.

Q: If the paramedics treat me at the scene, but I do not get transported to the hospital by ambulance, do I still get charged a fee?

A: No. You only get charged a fee if you are transported by ambulance.

Q: Will the Nova Scotia government pay my ambulance bills if I need an ambulance in another province?

A: No. That's why you should get insurance that covers ambulance services when you travel outside of the province, even to visit PEI or New Brunswick.

Q: What is a private call?

A: A private call is an ambulance transport which doesn't begin or end at an approved facility. The current rate for a private call is \$732.95. If you are mobility challenged and require non-emergency transportation to or from a physician's office, dentist's office, physiotherapy facility, or respite care facility the fee is \$108.95 for each transport if you have a note from your doctor stating you can only go by ambulance.

Q: What if I am unhappy with the fee that I was charged?

A: If you disagree with the fee you were charged for ground ambulance service, you may appeal to the EHS Billing Office. You must do this within 90 days of the date on the bill. Call the billing office for more information at (902) 832-8337 or toll-free 1-888-280-8884.

If your concerns are not resolved you may appeal to the Service Fee Appeal Board. Appeal packages can be requested through the billing office.