

Hopewell Hospice Informed Financial Consent

Policy

All residents are fully informed of potential costs and provided with their informed financial consent prior to Admission.

Hopewell seeks to ensure that its services are affordable, while also ensuring that funds are available to sustain its services.

The excess and any “Gap” between the amount payable by the health fund and the amount invoiced for accommodation by Hopewell will be absorbed by Hopewell Hospice.

Hopewell Hospice charges a once off Fee (Admission Fee of \$600) payable on admission for all residents. This fee covers Consumables to include but not limited to injectable medications, non-regular medications, phone calls, Foxtel, Wi-fi, dressings and supplies.

The fee does not apply to DVA or contracted health funds and can be negotiated or waived depending on individual circumstances. This fee cannot be claimed from health funds.

Prescribed pharmacy items (e.g. medications) ordered for residents by Hospice staff are dispensed by Chem-pro Pharmacy at Arundel and will be charged directly to the nominee who opens the pharmacy account. (Does not apply to Eligible DVA or contracted Health funds.)

Residents are responsible for accounts from other providers. These accounts are sent directly from the service provider and are not related to the hospital account. You may be able to claim some of these accounts with your health fund. These may include Pharmacy, Radiology, Pathology, Medical Officer.

1. All residents must be provided an estimate of all expenses prior to Admission to hospital.
2. In the event of an emergency Admission or where a resident does not have a prior estimation communicated, the family support team member will provide the estimation to the next of kin/carer/guardian.
3. In the event that the next of kin/carer/guardian is not available the estimation of expenses will be discussed with the resident at the earliest opportunity in consultation with the Registered Nurse on duty and a member of the family support team.

Process

1. Staff responsible for providing estimates of patient expenses must be trained to do so and must have access to the relevant rate information.
2. **For insured residents**, a health fund eligibility check must be performed to confirm a patient's level of cover before estimating their expenses. An estimate is based on the information obtained from the health fund check with a patient's health fund. The gap and any excess is absorbed by Hopewell Hospice.
3. **For self-insured residents**, estimates are based on the accommodation type and estimated length of stay, This is based on historical average length of stay and estimates are provided for 14 days accommodation.
4. Estimates must be provided to residents in writing using Hopewell's Estimate of Fees form.
5. The Estimate of Fees form must be explained to residents, prior to obtaining a signature.
6. Residents must sign the Estimate of Form form before Admission to provide their informed financial consent.
7. **Residents with overseas health funds** are treated as self-insured
8. Residents with **no insurance** are charged a daily rate of \$650 per day however a fee structure will be negotiated pertaining to the individual circumstances of the resident, Alternative optional payments may include:
 - Public funded bed – no cost
 - Supplemental financial support from family:
 - Lower level of payments with carry over debt met from the person's estate
 - Charge on the basis of a percentage of the pension and rental assistance, usually 85% of the person's income from Centrelink
 - Pay it Forward – Donate towards supporting our services