

Payment Options

To provide increased flexibility for patients, OSMH offers various payment options for uninsured products and services. Payments can be made by any of the following methods:

- Online via OSMH website, www.osmh.on.ca - PAY MY BILL - tab at the top of Home page. Accepts MasterCard, Visa, American Express and Interac.
- By Telephone
Call the OSMH Cashier's Office (705) 325-2201, ext. 3371.
Credit Card payments only.
- By Mail
Send Cheque or Credit Card payment information to:
170 Colborne St. W., Orillia, ON L3V 2Z3
Attn: Accounts Receivable.
- Via your own Online Banking App.
Select 'Add a Payee'; search Orillia; select Orillia Soldiers' Memorial Hospital; use the MRN # on the invoice/statement as the account number.
- At your Financial Institution.
Bring a copy of your bill to your bank for in person payment.

Orillia Soldiers' Memorial Hospital Uninsured Products/Services

INFORMATION BROCHURE

I need to talk to someone about paying for my services at OSMH. Who do I call?

For payment information, please contact the Cashier's Office:
(705) 325-2201, ext. 3371

For Out-Patient Account inquires, please contact the Business Office:
(705) 325-2201 ext. 3741

For In-Patient Account inquires, please contact the Business Office:
(705) 325-2201 ext. 3209

Or email:
AccountsReceivable@osmh.on.ca

During your visit to the hospital, you may incur some costs not covered by the Ontario Health Insurance Plan (OHIP).

In these cases, you will be asked to fill out an invoice with your billing information. For any prescheduled appointments you will be notified of costs not covered by OHIP in advance.

- If you are visiting the Emergency Department, the registration clerk is able to process your payment on-site.
- If you have provided credit card information at time of registration, the payment will be processed and a receipt mailed to the address you have provided.
- Otherwise, an invoice will be prepared and mailed to the address you have provided during the registration process and is due upon receipt.



170 Colborne Street West, Orillia, ON L3V 2Z3
tel: 705-325-2201 • www.osmh.on.ca

Examples of Services and items not covered by OHIP include:

- Sick Notes
- Insurance Forms
- Consumable items such as: fibreglass casts, knee immobilizers, shoulder immobilizers, aircast foam walkers, splints, braces, crutches, canes, etc.
- Preferred Accommodations such as private and semi-private rooms
- Ambulatory Blood Pressure Monitors
- Circumcisions
- Home Phototherapy System Rentals and Bili-Blankets
- Cosmetic Surgery and some other Elective surgeries
- Ambulance Transportation (some exceptions apply)
- Alternative Level of Care (ALC) Co-payment (long term/chronic care)
- Transfer or Release of Medical Records

The hospital will bill a private insurance company for inpatient services only. For outpatient services you are required to pay your invoice with the hospital and then submit your receipts to your insurance company for reimbursement.

Popular FAQs

What happens if I do not bring my Ontario Health Insurance Plan (OHIP) Health Card?

The Ministry of Health (MOH) and Ministry of Long Term Care (MOLTC) along with the Canada Health Act, rule that any individual who receives medical care but cannot show proof of valid OHIP coverage, can be personally billed for both hospital and physician services provided.

The Hospital is able to call the Ministry of Health to see if you have valid coverage for the visit. If you do not, you will be asked to sign a responsibility to pay form.

You will have 5 business days to provide valid health card information to our Financial Services Department.

A bill will be mailed to you if we do not receive valid health card information within the allotted time. Please ensure correct mailing information is registered to your account.

Can I go Home and bring back my OHIP Health Card to pay?

If you present your valid Health Card number to our Financial Services Department within 5 business days of your visit, you will not be billed for non-physician services. You may call-in this information to (705) 325-2201 ext. 3741. Please leave a clear concise message if you receive voicemail.

Do physicians bill the same way as the hospital?

Physicians bill separately for their services and may request immediate payment at the time of your visit. If this is the case, you will be given a receipt and may use it to receive reimbursement from OHIP.

For information or questions on OHIP or your Health Card, visit the Ontario Ministry of Health and Long-Term Care website.

What if I need to purchase uninsured items as part of my care?

As a convenient way for patients paying for uninsured services or items (e.g. crutches, splints, etc.), OSMH accepts credit/debit card payment at the Registration desk in the Emergency Department.

Canadian residents who do not provide a valid Provincial Health Card Number and residents from other countries will be charged by the Hospital for use of the Emergency/Outpatients Facility and by the individual physician for the costs of medical services incurred.

What if I am not a resident of Canada?

If you are not a resident of Canada, outpatients services are payable upon receipt of services/goods.

For inpatient services, payment/insurance information must be provided to our Finance Department upon admission.