

August 24, 2017

INFORMATION BULLETIN – INDUCTION GEL REIMBURSEMENT

Effective immediately, we will no longer charge patients for induction gel and will reimburse patients who may have been charged in the past.

Our hospital offers a number of publicly available methods for the induction of labour, including stretching and sweeping the membranes, rupturing the membranes and intravenous medications. We also offer induction gel to patients and it was our practice to charge a cost recovery fee of \$38-\$90. Many of our patients have private insurance that would typically cover the cost of the induction gel and for those patients who experienced financial hardship, we would often waive the fee.

Our hospital made the decision to charge patients a fee based on our interpretation of the Health Insurance Act. Patients who were provided the induction gel were charged for the cost of the gel only; no markup was made and these charges did not generate revenue for the hospital. Upon review, we now realise our interpretation was incorrect and we apologize for this error.

Trillium Health Partners has established a dedicated phone number through Patient Relations for anyone who has been charged for induction gel. We encourage patients to call 905-848-7367.

We believe our patients and community expect their hospital to listen to their concerns, admit when we are wrong and take swift action when warranted. We again sincerely apologize to our patients and community.

Thank you for your understanding.

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Patient Inquiries:
905-848-7367

Media Inquiries:
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Note: There are patients to whom this does not apply, depending on their private insurance coverage.