



St John
Here for Life

Charges

Ambulance charges explained



Why do we have ambulance charges?

Our ambulance services are not fully Government funded. Contracts with the Ministry of Health, the Accident Compensation Corporation (ACC) and District Health Boards (DHBs) fund just under 75% of our ambulance service direct operating costs.

The shortfall needs to be covered from:

- payment of part charges
- community donations, fundraising and revenue from our commercial activities.

The cost to St John:

- to buy and equip an ambulance is \$215,000
- of a typical emergency ambulance call out is around \$751 (incl GST) based on attending 404,116 emergency incidents a year (2019/20 data).

1. Emergency and accident charges

The following charges apply if you are:

- a citizen or permanent resident of NZ
- a work visa holder eligible to be in NZ for two years or more
- from the Cook Islands, Niue or Tokelau
- a UK citizen normally living in the UK and visiting NZ.

If you are visiting from overseas and your situation does not match any of those listed please see section C. Please check www.moh.govt.nz/eligibility or www.acc.co.nz for further information.



a. Medical emergency

\$98.00 part charge

If you're attended by an ambulance officer and/or transported in an ambulance because of a medical emergency. You'll need to pay this charge even if someone else calls the ambulance for you.

No charge

If you are a St John Supporter Scheme subscriber there is no charge.

Find out more about the Supporter Scheme overleaf or go to stjohn.org.nz/join

If you are living in rest home level care or have an MSD accredited alarm provider, these part charges may be passed onto your service provider.

b. Accident

Within 24 hours of the injury

No charge

If you have an accident related injury, that is covered by ACC for ambulance transport within 24 hours of the injury if the injury meets ACC criteria.

More than 24 hours after the injury

\$98.00 part charge

If you have an accident related injury that is more than 24 hours old or injuries that do not meet ACC criteria.

No charge

If you are a St John Supporter Scheme subscriber there is no charge.

Find out more about the Supporter Scheme overleaf or go to stjohn.org.nz/join

c. Visiting from overseas

\$800.00 charge

If you are visiting from overseas and not eligible for NZ publicly funded health services you will need to pay a higher charge for treatment and/or transport.

If you have friends and family visiting from overseas they may want to take out travel insurance* to help cover any unexpected health costs while in NZ.

* Please check policy details to confirm what health costs are covered.



2. Non-emergency charges (private hire) – where you book and use an ambulance

There is a charge for the following non-emergency (private hire) ambulance transports:

- to or from a private address (including rest homes)
- to or from a hospital (if not hospital authorised)
- discharge from hospital.

These transports are not covered by Government funding and incur a full charge. How much you are charged is based on the kilometres travelled.

Distance travelled	Charge
35 km or less	\$200.00
36 – 100 km	\$5.66 per km
101 – 400 km	\$6.21 per km
Over 400 km	\$7.52 per km
Non-eligible visitors (minimum charge)*	\$800.00

*additional per km charges apply for journeys of more than 35km.

3. Hospital transfer charges

The cost of ambulance transfers between hospitals – where the DHB has ordered the transfer – will be covered by the DHB. For all other ambulance transports (including discharge from hospital) there will be a private hire charge for you to pay (see above).

Privacy policy: St John is concerned with protecting the privacy of your personal and health information. Our privacy policy is available at stjohn.org.nz/privacypolicy

Please note. All prices stated are GST inclusive and correct as of 1 December 2019. Prices may be subject to change and will be published on stjohn.org.nz

Join the Supporter Scheme

Paying to join the St John Supporter Scheme gives you the peace of mind of knowing that in a medical emergency* you'll receive:

- free emergency attendance if required
- free emergency ambulance transport to hospital or emergency medical clinic if required.

You'll also receive free attendance in an emergency and transport to hospital or emergency medical clinic, if required, for accident related injuries more than 24 hours old (ACC may cover those less than 24 hours old).

Individual	1 person	\$55.00
Joint	2 people living permanently at the same address	\$75.00
Household	3+ people living permanently at the same address	\$90.00

The Supporter Scheme subscription lasts for a year and any ambulance part charges incurred during this time will be waived. The scheme does not cover previous part charges.

To join the Supporter Scheme go to stjohn.org.nz/join with your credit/debit card or call us on **0800 ST JOHN (0800 785 646)**.

*A medical emergency is one where there is an event such as a collapse, an asthma attack or a heart attack and the ambulance service is called to assist with this specific emergency. If you require assistance, St John organises the most appropriate help. This could be an ambulance, paramedic, another emergency service, or expert advice. Non-emergency private hire of an ambulance is not covered by the Supporter Scheme.

To join the scheme you need to be a citizen or permanent resident of New Zealand, or eligible for free public healthcare in New Zealand in accordance with Ministry of Health policy. St John does not provide emergency ambulance services in Wellington and Wairarapa.

Please refer to the terms and conditions at stjohn.org.nz/supporter-terms Exclusions apply.