

You should never receive a bill for calling 911 for someone else. Do not hesitate to call 911 when responding to a drug poisoning. The risks of not calling an ambulance are much higher than the fees. **What are the costs of calling 911?**

### For people responding to a drug poisoning:

#### Will I be billed if I call 911 for someone else?

No. The individual receiving care receives the bill.

#### What happens if I call 911 for a medical emergency at my workplace?

The person receiving care is responsible to pay ambulance fees, unless:

- The emergency is related to an approved WorkSafeBC claim. The employer is responsible to pay fees related to an approved WorkSafe BC claim.
- The person receives [Income Assistance](#) or [Supplementary Benefits](#) (SB). Persons receiving these benefits will not be charged fees for ambulance services.

BC Emergency Health Services never tells employers the reason for 911 calls.

You may not know the coverage status of the person requiring care. **Always call 911 in the event of an emergency.** The risk for brain injury or death outweighs a potential ambulance bill.

### For people receiving care:

#### How can I avoid getting a bill for receiving ambulance services?

- If you are eligible for [Income Assistance](#) or [Supplementary Benefits](#) (SB), apply here. If you are not eligible for these programs, make sure you have [BC Medical Services \(MSP\) Coverage](#).
- Federal programs such as Veteran Affairs Canada, Indigenous Affairs and Northern Development Canada may cover some of these fees for their clients. You are responsible for checking for possible coverage and reimbursements

#### What happens if I cannot pay my bill?

- Unpaid bills for ambulance services are sent to the Ministry of Finance. The Ministry uses a collections process for these unpaid bills.
- Some health authorities have hardship policies to support patients and their families with these fees. The Ministry of Finance handles financial hardship applications and fee payment plans.

#### What if I should not be charged but receive a bill?

- Sometimes ambulance bills are sent to people who should not receive them. If you received a bill and receive [Income Assistance](#) or [Supplementary Benefits](#) (SB), please contact [BC Emergency Health Services](#) (if ambulance fee) or the health authority (if the bill was sent by the health authority).