

## What if I am unsure of my level of Private Cover?

For non-emergency admissions, the Private Patient Liaison Officer will gather all information in relation to your admission and health insurance details, and check that you have adequate cover.

You can also contact our Private Patient Liaison Officer prior to your admission (assuming your admission is not an emergency admission) to discuss the benefits of using your private health insurance.

For emergency admissions, it is useful for you to know the basic details of your health insurance policy:

- Are you covered for a hospital admission?
- Are there any waiting periods you need to serve?
- Are you entitled to a private room?

## Why do we ask patients if they would like to use their private health insurance?

### Helping your Hospital

Swan Hill District Health is constantly assessing ways to provide the best possible services for its patients and community.

Patients are encouraged to use their private health insurance in order to help the hospital financially.

By using your private health insurance at Swan Hill District Health, you are assisting the hospital to buy new equipment, maintain facilities and continue to provide a better service.

By using your private health insurance you are making a valuable contribution to our future.

Help us preserve Swan Hill District Health's tradition in providing excellence in patient care.

## What are the benefits of using my health insurance to be treated as a private patient?

### *Patients who stay at least one night will receive:*

- Choice of doctor (if available)
- No excess fees
- No gap payment
- Daily newspaper
- Premium towels
- Free toiletries pack
- Activity pack for children
- Fruit platter or cheese platter with dinner
- Beer or wine with dinner

### *Day Stay:*

- No excess fees
- No gap payment
- Free drink bottle
- Activity pack for children

## NO OUT OF POCKET EXPENSES

A Simplified Billing Service has been introduced to enable privately insured patients to avoid having to deal with the numerous accounts received from medical and diagnostic providers for a hospital stay.

When all payments have been processed, Simplified Billing can supply upon request, a detailed statement showing a zero balance.

Please note: Discharge medications are not included as part of an inpatient stay, and all patients (including public patients) are required to cover the cost of their discharge medications.

**There is no charge for this service.**

Swan Hill District Health is an approved agency to handle Medicare and private health fund components on behalf of patients and providers.

This service actively preserves the confidentiality of the doctor/patient relationship.

**If you receive any inpatient accounts inadvertently in the mail (aside from those for discharge medications), please forward them to Private Patient Liaison Officer. If you have any queries or issues concerning your stay, please call us on 5033 9224, and we will assist you in any way possible.**

## Your choice to be admitted as a Private Patient means:

- You are entitled to Swan Hill District Health's private patient benefits.
- Swan Hill District Health will take care of any excess charged by your health fund, at no cost to you.
- No out of pocket expenses.  
(Please note: dental procedures are not eligible for Simplified Billing and may incur out of pocket expenses).
- Accounts for all services you receive during your inpatient stay at Swan Hill District Health will be forwarded directly to your health fund.

## A Word of Thanks

The Board of Directors, Management and staff of Swan Hill District Health wish to thank you for electing to use your Private Health Insurance and be treated as a Private Patient. Please feel free to let us know how we can improve our service to you.

### For more information, contact the:

Private Patient Liaison Officer  
Swan Hill District Health  
Swan Hill, 3585  
Ph: (03) 5033 9224  
8.00am-5.00pm  
[www.shdh.org.au](http://www.shdh.org.au)  
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# Private Patient Information



Using your  
Private Health Insurance at  
Swan Hill District Health  
Telephone: 03 5033 9224

We will provide appropriate  
services in the right setting  
by dedicated people with and  
for our community.



**Swan Hill  
District Health**  
*my hospital*