

## What if I am unsure of my level of DVA cover?

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

You can also contact our DVA Liaison Officer prior to your admission (assuming your admission is not an emergency admission) to discuss the benefits of using your DVA entitlement at Swan Hill District Health.

For emergency admissions, it is useful for you to know the basic details of your DVA entitlement:

- Are you covered for a hospital admission?
- White card holders – what conditions are you covered for?

## Why do we ask patients if they would like to use their DVA entitlement? 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 DVA entitlement when admitted to hospital in order to help the health service financially.

By using your DVA entitlement 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 DVA entitlement 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 DVA entitlement 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
- Fruit platter or cheese platter with dinner
- Beer or wine with dinner

### *Day Stay:*

- No excess fees
- No gap payment
- Free drink bottle

## No out of pocket expenses

This service is provided free of charge for all eligible veterans and their eligible family members.

**If you receive any inpatient accounts inadvertently in the mail (aside from those for discharge medications), please forward them to DVA Liaison Officer.**

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.

## Questions?

If you have any queries or concerns prior to or during your admission, please feel free to contact Swan Hill District Health's DVA Liaison Officer:

DVA Liaison Officer  
Swan Hill District Health  
Swan Hill, 3585  
Ph: (03) 5033 9224

8.00am-5.00pm

## Your choice to be admitted as a DVA patient means:

- You are entitled to Swan Hill District Health's private patient benefits.
- Accounts for all services you receive during your inpatient stay at Swan Hill District Health will be forwarded directly to DVA.
- No out of pocket expenses. (Please note: dental procedures may not be covered by DVA and may incur out of pocket expenses).

## 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 DVA entitlement 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:

DVA 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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# DVA Patient Information



Using your Department of Veterans Affairs entitlement 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*