

ELECTING TO BE A PRIVATE PATIENT AT WESTERN HEALTH

Electing to be admitted as a private patient at any of our facilities provides Western Health with much needed funding, enabling us to continue offering the highest quality care to the benefit of all of our patients and local community.

What to expect from using your private health insurance at Western Health?

Western Health is committed to leading the delivery of a co-ordinated patient experience. Patients with private health have the choice to be treated as either a public or private patient.

Choosing to use your private health insurance

- We waive your hospital excess payment up to \$500.00
- No out of pocket costs (includes blood tests, Radiology, inpatient pharmacy, consultations and prosthesis)
- You may choose to be treated by your specialist of choice appointed by the hospital or the specialist on call.

When can I use my private health insurance?

You can make a decision to be treated as a private patient before, any time during your stay or as soon as possible after going home.

Our Patient Liaison Officers will meet with you to ensure that you are fully covered for your admission, answer any questions and ensure that all documentation related to your stay is complete.

Do I need to complete any paperwork?

No. Our finance team will liaise with the health fund and process your claim on your behalf.

Is it okay to use my Private Health Insurance in a public hospital?

It is your right to use your Private Health Insurance anytime you wish to.

Do I get a private room if I use my private health insurance?

Private health insurance does not guarantee you a private room. The hospital will try to accommodate private patients in a single room but due to bed and patient management this may not always be possible.





What if my private health insurance has an excess or co-payment?

Admissions – Emergency at any of our hospitals: Western Health will cover the cost of any excess or co-payments payable up to \$500.

Elective Admissions: Western Health will cover the cost of any excess or co-payments payable up to \$500. As an elective patient the specialist medical team of the Unit will treat you unless your specialist has made prior arrangements.

What information do I need to provide?

Your private health fund name and policy number. Please ensure any pension cards, Medicare card and safety net numbers are also recorded.

Can I ask for an interpreter?

Yes, Western Health can make this service available to you.

Will I have any out of pocket costs?

You do not have to pay for any costs related to your stay as your private health insurance and Medicare will cover cost of your treatment. However you may be invoiced for any discharge medication and/or aids and appliances. This will be explained to you prior to you leaving the hospital.

Will I receive any hospital or diagnostic accounts (Radiology / Pathology)?

No, we will ensure that all of your accounts are forwarded directly to Medicare and your private health insurance.

Will using my private health insurance increase my premiums?

No, using your health insurance at Western Health does not affect your premiums.

What if my private health insurance rejects a particular service?

Western Health accepts responsibility and you will not be expected to pay for these services.

Need help or assistance?

If you would like to be admitted as a private patient or require any further information, please contact the patient liaison officer:

Telephone or Email:



Footscray Hospital: 8345 7151



Sunshine, Sunbury & Williamstown Hospitals: 8345 0184 or 8345 1083



WH-PatientAccounts@wh.org.au

