

MORE QUESTIONS?

If you have any queries regarding the use of your private health insurance during your stay, please feel free to discuss with the admissions staff at the hospital or contact the Private Patient Liaison Team.

CONTACT DETAILS

Private Patient Liaison Team

St Vincent's: (03) 9231 3241

St George's: (03) 9231 8000

Caritas Christi: (03) 9231 3241

private.patients@svha.org.au



**ST VINCENT'S
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A FACILITY OF ST VINCENT'S HEALTH AUSTRALIA

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St Vincent's Public Hospital Melbourne welcomes private inpatients

DID YOU KNOW YOU CAN USE YOUR PRIVATE HEALTH INSURANCE WHILE BEING TREATED AT ST VINCENT'S PUBLIC HOSPITAL?

As part of the hospital admission process, we will ask you if you have private health insurance and whether you wish to use it.

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

Each time you use private health insurance, you are helping us to create a healthier community by:

- providing innovative healthcare of the highest quality for the benefit of all of our patients
- invest in new equipment
- recruit specialised staff
- fund research
- maintain and improve our facilities

Is it alright to use my private health insurance in a public hospital?

It is your right to use your health insurance at both public and private hospitals. You pay for your private health insurance so only you or your next of kin can decide when and where you want to use it.

Are there any costs that I will have to pay for myself?

You do not have to pay any additional fees when electing to be a private patient as your private health insurer and Medicare will cover the cost of your treatment.

However, you may be charged for the purchase/hire of aids such as crutches and walking frames etc. and for any medication you take home with you. These charges are applicable regardless of whether you are a public or private patient.

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

St Vincent's Public Hospital will waive any excess or co-payments that may be applicable to your admission. This can be of benefit to patients who are likely to access the private health system.

Will this mean more bills and paperwork for me to manage?

No, St Vincent's supports and encourages 'hassle free' billing and will send accounts directly to Medicare and your private health fund. If you do receive an account simply contact the Private Patient Liaison Officer who will resolve the issue.