

For more information

Patient Accounts Department

Austin Health

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Heidelberg VIC 3084

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Austin Health welcomes private inpatients

Austin Hospital

145 Studley Road

PO Box 5555

Heidelberg Victoria

Australia 3084

Phone: 03 9496 5000

Heidelberg

Repatriation Hospital

300 Waterdale Road

PO Box 5444 Ivanhoe

Victoria Australia 3079

Phone: 03 9496 5000

Royal Talbot

Rehabilitation Centre

1 Yarra Boulevard Kew

Victoria Australia 3101

Phone: 03 9490 7500

www.austin.org.au

Welcome to Austin Health

When you are admitted to Austin Health you will be asked to choose whether you wish to use your private health insurance or be admitted as a public inpatient.

All patients requiring medical care will be prioritised based on clinical need, and single room accommodation is allocated based on clinical need.

All patients with a valid Medicare card are entitled to free inpatient medical and hospital services at Austin Health as a public inpatient.

As a private inpatient payment from the health fund will be accepted as the full settlement of the account.

Pharmacy charges at discharge are paid by both public and private patients. Television and telephone charges are paid by all patients.

However, there are many advantages to using your private health insurance.

Using private health insurance, helps us to continue to:

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

Choosing to be a private inpatient

- There are no 'out of pocket' expenses for your entire stay, including hospital accommodation, medical care, diagnostic and prosthesis services.
- You can elect to be treated by a doctor of your choice provided that the nominated doctor agrees to oversee your care, has the right to practice at the hospital and is on duty.
- You do not have to pay any additional private health insurance fees. Austin Health will cover any excess or co-payment your health fund would ask for the admission.

This can be of particular benefit to patients who are likely to access the private health system within the calendar year.

- Once you are discharged you may have the option of seeing your doctor in private rooms rather than public clinics, for timely follow-up care.
- Any doctor fees arrangements made directly with your treating doctor prior to hospital admission, are a matter between the patient and the doctor.



Frequently Asked Questions

Why am I being admitted to a public hospital if I am privately insured?

More complex or specific conditions can require expertise and equipment not necessarily available in the private system.

Private health insurance levels of cover vary and may not be sufficient to pay for your care in a private hospital. This could result in you being significantly out of pocket.

Can I use my private health insurance as a public hospital inpatient?

Yes, you pay for your private health insurance and it's your right to choose when and where you would like to use it.

Please request to see an admissions staff member if you need further information.

Will I be out of pocket?

No, doctors will not charge above what your health fund and Medicare will pay during your hospitalisation.

Austin Health will claim all accounts on your behalf.

Will I receive any accounts in the mail?

Your accounts will be sent directly to Medicare and your private health fund.

On rare occasions you may receive a Pathology or Radiology bill. If you do receive a bill, simply return it to the Patient Accounts Department.

Please find contact details overleaf.