

In June 2004 Bairnsdale Regional Health Service (BRHS) began a Private Patient Initiative to encourage people to utilise their private health insurance for their admission to hospital.

Is it OK to use my private hospital cover at a Public Hospital?

YES

Because you pay for private health insurance it is your choice to use it when and where you want.

Why should I use my private insurance?

BRHS treats thousands of patients every year. By using your private health insurance you are directly helping BRHS to:

- Improve facilities
- Buy new equipment
- Extend our services



My team *is* **BRHS**



Improving the health and wellbeing of the East Gippsland community by providing accessible, high quality and sustainable health care.

We welcome feedback at:

Bairnsdale Regional Health Service
PO Box 474 Bairnsdale VIC 3875
P (03) 5150 3333 F (03) 5152 6784
E email@brhs.com.au
www.brhs.com.au

The information in this brochure is intended as a guide to one of the services provided by BRHS and is correct at the time of publishing.
Issue date: September 2017 **Our Ref:** G10002a

Bairnsdale Regional Health Service is located on the traditional land of the Gunai Kurnai people.

**Private Patients
General Information**

Are there any costs to me?

All patients are required to pay for discharge medication and hire of mobility aids. You will not have any other out of pocket costs for your stay at BRHS.

What about my excess or co-payment?

BRHS covers your excess and co-payment. This may also mean that you do not have to pay your excess if you have a stay in the same year at a private hospital.

Will I be treated sooner?

All patients are treated according to their medical need or urgency of admission.

Who does the paperwork?

Our Private Patient Administration Officer will lodge all claims on your behalf.

Are there any extra services?

YES

- Television hire is free for privately admitted patients
- A complimentary newspaper is available if requested
- You will have direct access to our Patient Liaison Officer regarding any individual queries
- You will receive a welcome pack including information brochures, hospital contact information and a small take home gift of a BRHS logo pen.

What do I do if receive an account?

Please forward it to our Finance Department in the stamped and addressed envelope included in your welcome pack. Our Private Patient Administration Officer will lodge it accordingly.

Are there any exclusions?

YES

- Private dental operations
- Ophthalmology—Cataract Surgery
- Any patient not eligible for
- Medicare—Overseas Visitor Cover
- Patients without Hospital Cover i.e. Extras only

Admissions staff and our Liaison Officer can provide further details during your admission process.

What do I do if I have queries?

Contact our Patient Liaison Officer on 5150 3638