



Your out of pocket medical expenses are covered by us

When you use your private health insurance here at East Grampians Health Service, we will pay your medical expenses related to your hospital stay. From the time you are admitted to the time you are discharged. Along with the following:

- The excess
- Co-payment
- Gap payment
- Surgeon and anaesthetist in-theatre costs

What is not covered by us

A surgeon booking fee is not considered part of the hospital stay and this cost will be payable by you.

How you benefit

Using your private health insurance whilst being treated at East Grampian Health Service will entitle you to benefits during your hospital stay.

Inpatient Unit and Midwifery benefits include:

- Preferential access to a single room with ensuite
- Greater range of beverage and menu options
- Free telephone use
- Free television and Wifi
- Daily newspaper
- Complimentary gift

Private Patient Billing

With our billing system, you will not receive any bills from the hospital. All claims to Medicare and your health fund will be processed automatically on your behalf.

If you do receive an unexpected out of pocket expense related to your hospital stay, place the invoice in the reply paid envelope provided in your private patient information pack and return it.

If you have any concerns about your billing please contact the Private Patient Liaison Officer for assistance.

Contact Us

To help answer your questions and discuss the options available to you as a private patient please contact our Private Patient Liaison Officer who will be able to help guide you through the process.

P: 03 53529300

E: privatepatientinfo@eghs.net.au

Help your community

One of the important decisions you will make when coming into our hospital is to decide whether you would like to be treated as a private or a public patient.

More people are choosing to be private patients in public hospitals, taking advantage of the benefits to both patient and hospital.

If you are covered by health insurance, our Private Patient Liaison Officer can help you confirm the services covered by your health fund.

By using your private health insurance, the money received helps your health service to buy new, additional or replacement equipment, maintain facilities and undertake more elective surgery. This helps to reduce patient waiting time and allow us to continue to provide great service.

EAST GRAMPIANS HEALTH SERVICE VALUE STATEMENTS



INTEGRITY

We value integrity, honesty and respect in all relationships



EXCELLENCE

We value excellence as the appropriate standard for all services and practices



COMMUNITY

We respect the dignity and rights of our community and acknowledge their beliefs, regardless of their cultural, spiritual or socioeconomic background



WORKING TOGETHER

We value equally all people who make a contribution to EGHS to achieve shared goals



LEARNING CULTURE

We strive to continually learn and develop through education, training, mentoring and by teaching others



Improving the health of our community

Your choice will make a real
contribution to the future of your
local health service.

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