

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

Contact us

To help answer your questions and discuss the options available to you as a private patient, please contact our reception staff on (03) 5352 9300, who will direct your call to the appropriate department.



Improving the health of our community

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

P: 03 5352 9300

E: info@eghs.net.au

About us

East Grampians Health Service (EGHS) has campuses located at both Ararat and Willaura. The Ararat campus provides an extensive range of acute services, which operate throughout Ararat Rural City. These services are also accessible to patients who do not live in this location. Services include:

- General surgery
- Orthopaedic surgery
- Ear, nose and throat surgery
- Urology
- Gynaecology and obstetrics
- Ophthalmology
- Oncology
- Dialysis

Your out of pocket expenses

When you use your private health insurance at EGHS, we will pay for your medical expenses related to your hospital stay, from the time you are admitted, to the time you are discharged, along with the excess and co-payment.

What is not covered by us

Fees charged by your surgeon's clinic are not considered part of the hospital stay and this cost will be payable by you.

Private patient billing

With the EGHS billing system, you will not receive any bills from us. If you do receive an unexpected out of pocket expense related to your hospital stay, return the invoice, with your contact details to reception and a staff member will discuss with you.

Help your community

By using your private health insurance, the money received helps East Grampians Health Service to:

- Buy new, additional or replacement equipment
- Maintain facilities
- Undertake more elective surgery

It helps reduce patient waiting times and allows us to continue to provide a great service.

