

What if my private health insurance only provides basic hospital cover?

Basic hospital cover still entitles you to admit as a private patient at our hospital. Your Health Fund policy may have some exclusions for certain services (for example, cardiac, orthopaedic, obstetric).

Our Private Patient Liaison Officers will be able to assist you to determine the type of cover you have, and whether your cover applies to the specialist care you will receive in our hospital.

When can I choose to use my private health insurance?

You can make a decision to be treated as a private patient either before, or at any time during your stay. Please ask to see a Private Patient Liaison Officer who will be able to answer all your queries.

Need information or assistance?

If you would like to be admitted as a private patient or require any further information, please contact the Private Patient Liaison Officers.

Site contacts:

Patient Finance

Phone: 6456 0033

Email: PCH.PatientBilling@health.wa.gov.au



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This document can be made available in alternative formats on request for a person with a disability.

Produced by: Private Patient Liaison
Website: www.cahs.health.wa.gov.au

© February 2007 CAHS 0434 Rev 8
Revised June 2018



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Private health insurance at Perth Children's Hospital

Are you aware that you can use your private health insurance whilst being treated at Perth Children's Hospital?



Do you have private health insurance?

Thank you for supporting WA Health.

As a member of a Health Fund, you already understand the importance of ensuring that you and your family have access to high quality medical services when you need them.

You may not be aware that more than half of privately-insured patients already choose to use their private health insurance in WA public hospitals. This choice makes an important contribution to ensuring high quality health services are available to everyone in the community.

It is your right to make the choice to use your Private Health Insurance for the inpatient care you need, whether that care is provided in a public or private hospital.

What if my insurance has an excess or co-payment?

WA public hospitals offer you a **'no out of pocket expense'** guarantee. If you choose to be treated as a private patient, there will be no out-of-pocket-expenses for your accommodation, pathology, radiology or pharmaceuticals relating to your inpatient stay.

In some instances, you may receive invoices, and these will need to be sent to your Health Fund for payment. However, there should be no out-of-pocket expenses associated with your admission and treatment, unless your Consultant or hospital staff have advised you differently prior to your admission.

What are the benefits of being admitted as a private patient?

For you:

- Access to the state's leading doctors, specialists and equipment.
- 24/7 access to appropriate medical support, services and emergency treatment.
- There will be no out of pocket expenses, even if you have an excess or co-payment on your policy, unless your doctor advises you differently. You should discuss any potential medical service charges directly with your doctor or ask our Private Patient Liaison team.
- When you choose to use your private health insurance, you may have your choice of doctor. Please be aware that Consultants of Perth Children's Hospital work in teams to provide high quality services to all of the patients under their care, and there may be instances where your preferred doctor is unavailable. If this occurs, another suitably qualified doctor will provide your treatment.

Junior doctors are part of the team, and you will be seen by them as well. Junior doctors are always under the supervision of, and seek advice from, a Consultant. We will not charge your Private Health Insurer for consultations with a junior doctor.

To thank you for choosing to use your private health insurance, you will be offered a range of amenities to make your stay more comfortable. These include:

- A private patient package containing:
 - Shampoo and conditioner
 - Shower cap
 - Shower gel
 - Toothbrush and toothpaste
 - Comb
 - Notepad and pen
- Vouchers redeemable at the hospital coffee shops and the PCH Foundation

As a private patient you may request a single room for your admission, and we will record your room preference.

Single-room accommodation cannot be guaranteed, as the clinical needs of all our patients take priority. If a suitable single room is available for your stay, we will do our best to ensure that one is available to you.

For the hospital:

Your private health insurance helps us to ensure that Perth Children's Hospital has the resources to continue to attract and retain the state's leading doctors, specialists, nursing and allied health staff, and can continue to provide our patients with the highest quality treatment in a safe and caring environment.

