

Thank you
for your support of
Royal Prince
Alfred Hospital

**PATIENTS WHO
USE THEIR
HEALTH
INSURANCE
DIRECTLY HELP
ROYAL PRINCE ALFRED
HOSPITAL**



Private patients who use their health insurance directly help Royal Prince Alfred Hospital.

If you have private health insurance, here is some information to help you decide whether to be admitted as a privately insured patient.

When can I decide to be a private patient?

You can make a decision to be a private patient before, during or after your stay in hospital.

Who can I talk to about becoming a private patient?

Royal Prince Alfred Hospital's Private Patient Officer is your main point of contact and is able to check your health fund coverage and advise you of your options.

Hospital Admissions, Emergency Administration and Ward Clerical staff can also help with any enquiries related to private health insurance while you are in hospital, or they can put you in contact with the Private Patient Officer.

What about excess and co-payment fees?

Most patients find that when they use their private health insurance at Royal Prince Alfred Hospital, there is no cost to them.

If you enter the Hospital through the Emergency Department, you will not be

charged any accommodation excess/co-payment fees. If you come in as a planned admission, the hospital can discuss these fees with you.

What about bills?

With our Simplified 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 have any concerns about any bills, please contact the Private Patient Officer.

Can I have a single room if I want one?

Because patients' clinical needs always come first, there is no guarantee that you will be given a single room or that you will remain in it throughout your stay in hospital. However, as a private patient, you will have preferential access to a single room if you request one, and staff will do their best to keep you in a single room if you are given one.

Most health funds cover patients for a single room in a public hospital (the Private Patient Officer can check this for you).

Can I choose my doctor?

As a private patient you may choose the doctor who provides your treatment (as long as that doctor has admitting rights in the hospital). If you do not know any of the doctors, being a private patient will still mean that the one doctor is responsible for your care throughout your admission.

In some cases, individual doctors may charge private patients gap fees. Most patients are not affected by this. For more information on gap fees, please contact the Hospital's Private Patient Officer. You can also discuss this with your doctor.

Where does the money from my health fund go?

Money received from health funds is given directly to the Hospital, helping provide services to all patients.

Please call the Private Patient Officer on the number below if you have any questions about being a private patient

Royal Prince Alfred
Hospital's Private
Patient Officer:
(02) 9515 8962