



PRIVATE PATIENT INFORMATION

Enriching our community's health...



Further information:

The Private Health Insurance
Ombudsman may be contacted at:

Level 7

362 Kent St

SYDNEY NSW 2000

Telephone: (02) 8235 8777

Facsimile: (02) 8235 8778

Email: info@phio.org.au

Website: www.phio.org.au

The information contained in this brochure
is intended as a guide to one of the services
provided by Orbost Regional Health and was
correct at the time of publishing.

ARE THERE EXCLUSIONS?

Yes, these are:

- Dental
- Dialysis
- Any pre-arranged financial agreement with your doctor
- Anyone not eligible for Medicare
- Obstetrics
- Day Surgery



Boundary Rd, Orbost, VIC 3888

Po Box 238, Orbost, VIC 3888

Telephone: (03)5154 6666

Fax: (03) 5154 2366

Email: orh@orh.com.au

Web: www.orh.com.au



What does it mean to be a private patient at Orbost Regional Health?

You can choose to be treated by a doctor of your choice and be admitted as a private patient, providing the doctor has private patient rights at Orbost Regional Health.

Alternatively you may select the doctor on call at the hospital and be admitted under the care of that doctor, also as a private patient.

You will have access to our first class medical, nursing and other health professionals who we employ and are available to answer any questions you may have regarding your treatment.

Therese Tierney

**Chief Executive Officer
Orbost Regional Health**



What are the benefits of using your private health insurance at Orbost Regional Health?

You do not have to pay any excess fees.

There will be no “out of pocket” medical expenses because we have a ‘no charging above schedule fee policy for hospital services.

Orbost Regional Health and Medical Clinic, in conjunction with your insurance company and Medicare will process all payments owing in relation to your stay at Orbost Regional Health in as timely a manner as possible.

- Following your discharge from Orbost Regional Health an account for doctors services will be forwarded to Medicare on your behalf.
- Medicare will forward a cheque directly to yourself, please return this payment **and** top section of the Medicare form to Orbost Medical Clinic in the envelope provided.
- A receipt will then be forwarded to your nominated private health insurance company by Orbost Regional Health staff.
- When received, please forward insurance cheque to Orbost Medical Clinic in envelope provided so that full payment for your hospital stay can be met.

By using your private health insurance you are helping Orbost Regional Health to:

- Maintain an excellent health service to meet the community’s needs.
- Recruit and retain appropriately qualified staff
- Purchase new equipment
- Contribute funding for new initiatives in our community

Your room:

As a public hospital, all beds are allocated on an ‘as needs’ basis, that is, if a patient is extremely ill, that person may need to be cared for in a single room. In this event we may not have a single room available for you. However, if a single room is available, priority will be given to you as a private patient.

During your stay:

- One of our catering staff will assist you daily and offer you a choice of menu.
- Morning and afternoon tea will be offered, as well as a light supper if desired.
- Alcoholic beverages are available with meals if required. Just let staff know.
- Daily newspapers are available if you wish
- Telephones are available for your use.
- Please feel free to discuss any concerns with the nursing staff.