Do you have private health insurance?

By using your private health insurance, you are helping us:

1. Maintain facilities to ensure we provide the best possible patient care.
2. Buy new equipment so that we continue to use the latest technology for patient care.
3. Recruit more staff to maintain high quality patient care and treatment.
4. Improve accommodation for patients to help with their treatment, recovery and rehabilitation.
5. Fund essential research that will lead to better health care for Alfred Health patients in the future.

We guarantee no out of pocket expenses

Contact information

If you have any questions or would like to be treated as a private patient contact the

Finance Patient Liaison Team
Phone: (03) 9076 3831
Email: financeplos@alfred.org.au
Office Hours: 7 days a week 8am – 9pm

Finance Department – the Alfred
55 Commercial Road, Melbourne VIC 3004
T +613 9076 2000
alfredhealth.org.au

Further information:
www.betterhealth.vic.gov.au

Information for private inpatients
Why do we ask if you would like to use your private health insurance?

Alfred Health treats thousands of patients every year covering a wide range of extensive medical treatment and services. We are constantly assessing ways to treat more patients and continue to provide the best possible service. As in other aspects of everyday life, funding and resources are limited. The number of people who require medical attention is forever increasing, placing an increasing financial burden on public hospitals.

By electing to be a private patient you are providing much needed funding so we can continue to offer high quality services for our community.

What are the benefits of using my private health insurance?

If you wish, you will be able to choose your treating doctor from doctors who are appointed to practice at Alfred Health.

You will be helping the hospital maintain facilities, buy new equipment, recruit more staff and improve patient care.

Is it ok to use my private health insurance in a public hospital?

You pay for your private health insurance so only you decide when and where you want to use it. It is your right to use your health insurance.

What are the costs?

You do not have to pay for any costs as your private health insurance and Medicare will cover your treatment at Alfred Health. There are no out of pocket expenses. You may be charged a nominal amount for the hire of aids, such as walking sticks and walking frames. These charges are applicable regardless of whether you are a public or private patient.

Who completes the paperwork to claim from my private health insurance?

Hospital administration staff will submit all the paperwork to your private health fund.

What do I do if I receive accounts for other services?

Your accounts will be sent directly to Medicare and your private health fund. However, in the unlikely and rare event you receive accounts simply submit it to Medicare and your private health fund and wait for the refund cheque. Once you receive the cheque, forward it to the Finance Department at Alfred Health and it will be accepted as full payment.

What if private health fund membership has an excess fee policy?

Alfred Health will cover any excess you have to pay. This will be done in the most convenient way to suit you and your health fund.

What if Medicare or my private health fund rejects a particular service?

Alfred Health accepts responsibility and you will not be expected to pay for these services.

What if I only have basic cover with my private health fund membership?

You are fully covered as a private patient at Alfred Health.

What if I have been admitted as a public patient but later decide that I want to be a private patient?

You can request to see the Finance Patient Liaison Team who can answer all your queries and change your classification to a private patient.

Do I have to pay for discharge medication?

All patients have to pay for discharge medication regardless of whether you are a public or private patient. Patients with a pension or healthcare card and patients with a safety Net Entitlement Card will receive discharge medication at a discounted rate.

Who can I contact for more info?

You can call the Finance Patient Liaison Team on 9076 3831.