

Financial information for admitted patients



This factsheet is to help you make an informed financial decision about your treatment at The Royal Victorian Eye and Ear Hospital.

Before your admission to hospital you (or your representative) will choose whether you want to be treated as a public or private patient. This is called your patient status. Your patient status will stay the same from your admission date to discharge date and cannot be changed except due to unforeseen circumstances.

Please note that inadequate private health insurance is not an acceptable reason to change your patient status.

To discuss your patient status, call us on (03) 9929 8211. Please do this as early as possible. Do not leave this to the day you are admitted.

Public patients

As a public patient at the Eye and Ear you will:

- be treated by doctors chosen by the hospital
- have access to an extensive range of medical, nursing and health professionals
- not be charged for medical or hospital services, except for discharge medications
- be eligible for Medicare
- be given follow up appointments in the hospital's public outpatient clinics.

As a public patient you will **not** be able to:

- choose your own doctor
- choose to have a single room.

Private patients

As a private patient at the Eye and Ear you will:

- be treated by doctors of your choice provided that the doctors have the right to treat private patients at the Eye and Ear
- have access to an extensive range of medical, nursing and health professionals
- receive follow up treatment at the private rooms of your treating doctor
- be responsible for the payment to the hospital of accommodation fees, prosthesis fees, pharmacy fees and fees for any related services
- be responsible for payment of medical specialist fees to the treating doctors, anaesthetists and other clinicians including diagnostic services.

You can have private health insurance and still choose to be a public patient.



Medicare will cover 75% of the Commonwealth Medical Benefits Schedule fee for the medical services provided to private patients while in hospital and private health insurance will cover the remaining 25% of the fee.

Where a doctor charges a fee which is more than the Commonwealth Medical Benefits Schedule fee, the patient will be responsible for paying the difference between the fee charged by the doctor and the scheduled fee. If you have any questions about your doctor's charges please contact the doctor's private rooms.

Hospital fees – private patients

If you have chosen to be treated as a private patient the following information is provided for your assistance.

Your hospital admission fee does not cover services provided by your surgeon or other doctors, such as anaesthetists, radiologists or pathologists. These will be billed separately by the provider.

Insured private patients

If you have private health insurance contact the hospital's Revenue Department or your health fund **before your admission**, to understand what you are covered for and if there will be any out of pocket expenses for services including:

- hospital admission
- medical fees
- diagnostic fees
- prostheses

The hospital will submit your account to your health insurance fund for payment. To do this we need your insurance details on admission and your authority to release a copy of your admitted patient election form to your fund. Failure to give this authorisation may result in your health fund refusing to cover your account.

Some private health insurance policies contain excesses which are required to be paid by the patient. If this applies to you, please pay the excess on admission.

Uninsured private patients

If you have elected to be treated as a private patient but do not have private health insurance, or your health insurance does not include hospital cover, your doctor would have provided you with an estimate of hospital fees for your treatment at The Royal Victorian Eye and Ear Hospital.

If unforeseen circumstances occur during your treatment, it may be necessary to arrange additional services or use different or more costly devices. If this happens there may be additional costs to you that are not covered by the estimate you were given. The hospital will forward you an invoice for any additional charges.



Hospital fees must be paid prior to your admission.

Payment

Please contact the hospital on (03) 9929 8211 or (03) 9929 8731 to make a payment by Visa or Mastercard.

Payment can also be made at the hospital on the day of admission by:

- credit card
- EFTPOS
- cheque or money order.

If your pre-admission payment is more than the actual cost of your treatment a refund will be sent to you.

Single rooms

Single rooms are allocated first to patients with specific medical or clinical needs. Private patients who request a single room will be allocated one only if it is available.

Single room accommodation rates are higher than shared room rates. Please contact the hospital's Revenue Department on (03) 9928 8211 for more details.

Most private health insurance funds have placed a cap on the benefits payable to their members who occupy single rooms in public hospitals. As a result, private patients will incur significant out-of-pocket expenses if they ask for and stay in a single room.

Insured patients should either contact the hospital's Revenue Department or their health fund to check their cover for single room accommodation.

Compensable patients

Compensable patients are those whose treatment costs will be met by a third party (other than their private health insurance fund). Examples are Workcover, Transport Accident Commission (TAC), Crimes Compensation or patients claiming damages at common law.

If this applies to you, please provide admission staff with the relevant information including your third party details and claim number required to make a claim on your behalf.

Veterans' Affairs patients

Veterans' Affairs patients are those for whom the Department of Veterans' Affairs has agreed to accept responsibility for hospital charges for the condition for which you are being admitted. Please advise admission staff of your Veterans' Affairs number.



Overseas Patients

Overseas patients who are not eligible for Australian Medicare Benefits or do not qualify under a Reciprocal Healthcare Agreement will be charged for all goods and services provided in their treatment.

If you have any questions regarding your treatment costs, contact your doctor's private rooms or the hospital's Revenue Department.

Full payment must be made before your admission to hospital.

More information

If you need more information or assistance, please contact the Eye and Ear's Revenue Department on (03) 9929 8211 or (03) 9929 8731.

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