



Frequently Asked Questions

Did you know you could elect to be a private patient at Wimmera Health Care Group?

Even though Wimmera Health Care Group is a public hospital, you can elect to be treated as a private patient under the health professional of your choice (where available). You'll enjoy peace of mind knowing you, your child or family member will receive the highest standard of medical services along with the special privileges of private care. You won't be out of pocket, and your local hospital will benefit from your decision.

Alternatively, you may elect to be treated as a public patient and receive treatment from a range of health professionals nominated by Wimmera Health Care Group.

If I am admitted as a private patient how much will this cost me?

Nothing. You won't be out of pocket (except for dental and cataract surgery).

Hospital charges are covered by your insurance. Specialists are usually covered by a combination of Medicare and your insurance. Any gap, excess costs or additional tests and fees are paid by the hospital (excluding dental and cataract surgery).

What level of private health insurance do I need?

As Wimmera Health Care Group is a public hospital, even the most basic level of health insurance will cover you if you elect to be treated as a private patient, provided you have hospital cover and have served the required waiting period.

What is Private Patient Select?

Private Patient Select is a free service available at Wimmera Health Care Group to private health insurance holders. By using your health insurance, you receive a range of benefits including:

- Choice of doctor (with practice rights at Wimmera Health Care Group)
- No waiting list
- Preferential access to a single room
- No out of pocket expenses (excluding dental and cataract surgery)
- Health fund gap or excess paid by hospital (excluding dental and cataract surgery)
- A la carte menu and beverage selection
- Free television, free pay TV and internet use
- Free telephone use
- Daily newspaper
- Welcome pack and free voucher at the Hospital Coffee Shop
- Use of hotel-style bath sheet and robe
- Personal assistance from our Private Patient Liaison Officer

If I have private insurance, do I have to become a private patient?

No. Patients with private health insurance have the choice to be treated as either a public or private patient. You will receive the same high quality health care either way. However, choosing to use your private health insurance has additional benefits for you and your local hospital, and you won't be out of pocket (except for dental and cataract surgery).



83 Baillie Street
Horsham VIC 3400
P (03) 5381 9111
F (03) 5381 9196
E info@whcg.org.au



Frequently Asked Questions cont.

Are there any exclusions?

Yes. Dental and cataract surgery are not included. All other treatments on offer at Wimmera Health Care Group are covered.

Your choice of doctor must have practice rights at Wimmera Health Care Group – they must be one of our Visiting Medical Officers.

If there is a concern over your specific situation, our Private Patient Liaison Officer can contact your health fund to clarify your coverage and help you to make appropriate decisions regarding your admission to Wimmera Health Care Group. Alternatively, you may wish to contact your health fund prior to your admission to ensure that you will be fully covered.

Why should you elect to be a private patient at Wimmera Health Care Group?

By electing to be treated as a private patient at Wimmera Health Care Group you will be helping to maintain facilities, buy new equipment, recruit more staff and extend our services. It is only through the continued support of private patient revenue that some services have been established.

Do privately insured patients receive better care?

At our local hospital all patients, public and private, receive the same high standard of medical services and a wide range of treatments.

Will you be allocated a private room?

Single rooms are normally allocated to patients based on medical need. However, private patients have first preference to be allocated a single room if one is available.

Are there any complimentary services for private patients?

Yes. Free TV, pay TV, telephone and internet use. Free newspaper. Welcome pack and free voucher at the Hospital Coffee Shop. Use of a hotel-style bath sheet and robe.

You'll also have access to our Private Patient Liaison Officer to organise all your needs.

How can I get further information?

Phone the Private Patient Liaison Officer on (03) 5381 9309.

They will meet with you at a convenient time to discuss options available to you.

This is a no-obligation, free service provided by Wimmera Health Care Group.

Further information on becoming a private patient can also be obtained from the Admission and Discharge Coordinator on (03) 5381 9111, or the Admissions Office on (03) 5381 9353.



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