

## When can I choose to use my private health insurance?

You can make a decision to be treated as a private patient either before, or at any time during your stay. Please ask to see our Private Patient Liaison Officer who will be able to answer all your queries and change your admission to 'private inpatient'.

## Will my premium increase if I use my private health insurance?

No, your health insurance premium will not go up if you decide to be treated as private patient at Perth Children's Hospital. Health insurance policy rates increase yearly on 1 April as per consumer price indexation.

## Need information or assistance?

If you would like to be admitted as a private patient or require any further information, please contact one of our Private Patient Liaison Officers:

**Phone:** (08) 6456 0033

**Email:** [PCH.PatientBilling@health.wa.gov.au](mailto:PCH.PatientBilling@health.wa.gov.au)

Scan the QR code below for more information



## Thank you for supporting Perth Children's Hospital

For language assistance, please speak to one of our staff or call the Translating and Interpreting Service (TIS) on 131 450 to facilitate your call.

This document can be made available in alternative formats on request for a person with a disability.



Government of **Western Australia**  
Child and Adolescent Health Service



**Telephone: (08) 6456 0033**

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# Do you have private health insurance?

You can use your private health insurance while being treated at Perth Children's Hospital

No out-of-pocket expenses guarantee



## Thank you for choosing your private health insurance

Perth Children's Hospital is committed to providing a high standard of care and treatment to every patient. Patients with eligible private health insurance have the choice to be treated as either a public or private patient.

Regardless of financial status, all patients receive the same quality of treatment and range of services. However, there are additional benefits for patients choosing to use their private health insurance.

### These benefits include:

- \$20 vouchers per day of admission. Redeemable at all food vendors within PCH, including the Foundation Gift Shop.
- 1 x parking voucher per day valid for one exit.
- Toiletries pack on admission.

## No out of pocket expenses guaranteed

A private patient with appropriate hospital cover has a no out of pocket expenses guarantee for their hospital stay and procedures (e.g. hospital accommodation, prosthetics, pathology, radiology, ICU, theatre fees, pharmaceuticals, etc) even if you have an excess on your policy.

Your specialist doctor/consultant will provide medical care at no out-of-pocket expense unless he or she advises you differently. In this case, you should discuss the cost directly with your specialist.

In some instances, you may receive invoices, and these will need to be forwarded to Medicare and health fund for payment. Instruction on how to claim will be provided by the Revenue Department.

## Can I get a single room?

We understand a single room is a preferable choice if your child is admitted at Perth Children's Hospital. Single room accommodation cannot be guaranteed, as the clinical needs of all our patients take priority. If a suitable single room is available for your stay, we will do our best to ensure that one is available to you.

## How do I know if I am covered?

The private health industry's health cover is a tiered system, and it is important for you to know and understand what you are covered for on your policy. If you have ancillaries/extras or ambulance only cover, you are unable to use this for your private admission.

Our Private Patient Liaison Officers will be able to assist you to determine the type of cover you have, and whether your cover applies to the specialist care you will receive in our hospital.

HBF does not allow online eligibility checks to be performed so we rely on our patients and families to provide their current health fund information.

To complete your eligibility please call and speak to a Private Patient Liaison Officer on 6456 0033 7am – 8pm Monday to Friday.

## Our hospital

You may not be aware that more than two-thirds of privately-insured patients choose to use their private health insurance in WA public hospitals.

Your private health insurance helps us to ensure that our hospital has the resources to continue to attract and retain the state's leading doctors, specialists, nursing and allied health staff, and can continue to provide our patients with the highest quality care in a safe and caring environment.

## Emergency Department admissions

If you present to PCH Emergency, please let the admissions clerks know you would like to use your private health insurance.

When you choose to use your private health insurance, you will have no out-of-pocket expenses, including any additional costs associated with pathology, radiology and pharmaceuticals.

Vouchers will be provided on admission if eligible.

## Elective surgery admission

As an elective surgery patient, you can opt to use your private health insurance at any stage during your pre-admission process – from the time you are advised of your booking through to the pre-admission at the hospital.

It is important to remember to provide the hospital with your current health insurance policy details. If you would like to pre-register your private admission, please call 6456 0033 7am – 8pm Monday to Friday.