



Casterton Memorial Hospital

Private Patient 'no gap' Information



"A Fully Accredited Healthcare Facility"

Serving our community since 1908

63-69 Russell Street
CASTERTON VIC 3311
Tel: 03 555 42 555



Casterton Memorial Hospital

63-69 Russell Street
CASTERTON VIC 3311

Phone: 03 555 42 555

Fax: 03 55 811 051

Email: mail.cmh@cmh.org.au

Website: www.castertonmemorialhospital.com.au



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A Word of Thanks

The Board of Management and employees of Casterton Memorial Hospital wish to thank you for supporting your hospital.

Please let us know how we can improve our service to you.

Owen Stephens, Chief Executive Officer



CMH Private Patient Service

Thank you for choosing Casterton Memorial Hospital for your care.

CMH boasts a modern facility with an Acute Ward of 15 beds, including 11 single rooms, 1 double room and 1 room for Dialysis.

As a private patient you are able to elect to be treated by the doctor of your choice or their authorised representative.

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.

We hope that the complimentary services provided and the quality health care makes your stay as comfortable as possible.

By using your Private Health, you are helping your Hospital to:

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

Your Room

CMH is a Public Hospital which allocates rooms firstly on the basis of a patient's health needs. However, if a single room is available, priority will be given to you as a private patient.

Complimentary Services

Gift on Admission, Free Laundry Service,
Fresh Fruit Platter, Daily Newspaper

Your Menu

As a private patient, you may choose your meal from an individual menu.

Meals for private patients are prepared and served to meet your personal requirements (subject to clinical treatment)

Beverages

Tea, coffee, fresh juices and soft drink will be offered to you by Catering Staff.

Alcoholic beverages are also optional with meals (subject to clinical treatment).



Accounts

As part of our commitment to support private patients, Casterton Memorial Hospital (CMH) have recently established a 'no gap' policy. This means that if you elect to be a private patient at CMH, you will not incur any out of pocket expenses on overnight or multi-day stay admissions for that episode.

CMH will cover any excess or co-payments applicable to your current admission ^ based on your Private Health Fund's excess fee policy.

Diagnostic and medical accounts will be rendered directly to you by your attending doctors. Medicare will cover 75% of the Commonwealth Medical Benefits Schedule fee for the medical services provided to private patients while in hospital and your private health fund will pay as per their policy.

Where a doctor charges a fee which exceeds the Commonwealth Medicare Benefits Scheme fee, CMH will pay the difference between the fee charged by the doctor and the Schedule fee. If this occurs, we will require a copy of the invoice and payments received in order to process the 'gap' payment to the doctors on your behalf for that inpatient episode.

If you require any further information, please contact the Nurse Unit Manager or our Health Information Officer on 555 42 555.