

## For your information:

### Private Health Insurance Ombudsman

Level 7  
362 Kent Street  
SYDNEY NSW 2000  
Telephone: **(02) 8235 8777**  
Facsimile: **(02) 8235 8778**  
Toll free: **1800 640 695**  
[www.phio.org.au](http://www.phio.org.au)  
Email: [info@phio.org.au](mailto:info@phio.org.au)

### Office of Health Services

Commissioner  
Telephone: **(03) 8601 5200**  
Toll free: **1800 136 066**  
TTY for hearing impaired  
**1300 550 275**  
[www.health.vic.gov.au/hsc](http://www.health.vic.gov.au/hsc)

### Private Health Administration Council

Suites 1 & 2  
31 Thesiger Court  
Deakin ACT 2600  
Phone: **(02) 6215 7900**  
Fax: **(02) 6215 7977**  
Email: [phiac@phiac.gov.au](mailto:phiac@phiac.gov.au)  
Website: [www.phiac.gov.au](http://www.phiac.gov.au)



Orbest Regional Health  
Boundary Road  
(PO Box 238)  
Orbest VIC 3888  
Ph: 03 5154 6666  
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Website: [www.orbestregionalhealth.com.au](http://www.orbestregionalhealth.com.au)

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# Private Patient Information

**2005**

## *Welcome to Orbst Regional Health.*

Thank you for choosing to use your private health insurance during your stay here.

### *What does it mean to be a private patient at Orbst Regional Health?*

You do not have to pay any excess fees.

There are no 'out of pocket' expenses as Orbst Regional Health endorses a 'no charging above schedule fee' policy for hospital services.

You can choose to be treated by a doctor of your own choice, providing the doctor has private practice rights at Orbst Regional Health, or select the medical practitioner on call at the hospital and be admitted under the care of that doctor as a private patient.

You will have access to an extensive range of first class medical, nursing and health professionals who are available and willing to answer any necessary questions you may have.

Thank you again for helping us to help you.

Jill Hutchison  
Chief Executive Officer  
Orbst Regional Health

## **Why do we ask our patients if they will use their private health insurance at Orbst Regional Health?**

Orbst Regional Health sees thousands of patients every year covering a wide range of medical treatment and services and is constantly assessing ways of how to treat more patients and provide the best possible service for its patients and community. As in other aspects of every day life, funding and resources are limited. By using your private health insurance – you are contributing directly to this health service and are ensuring we can continue to provide the excellent service we offer.

### **By using your private health insurance you are helping Orbst Regional Health to:**

- Maintain an excellent facility
- Maintain qualified staff
- Fund the recruitment of new staff
- Buy new equipment
- Provide funding for new initiatives in the community.



## **Your Room:**

As a public Hospital, all beds are allocated on the basis of clinical importance. However if a single room is available priority will be given to you as a private patient.

### **During your stay:**

One of our catering staff will come around daily and offer you a choice of menu. Morning and afternoon tea will be offered as well as a light supper if desired. Alcoholic beverages are available with meals if required. Just let the staff know.

Daily newspapers are available if you wish.

Remote control televisions are located in each room.

A telephone is located at each bedside and can be used for local and long distance calls with the use of phone cards which are available at our reception.

You will be allocated a Primary Nurse during your stay here. This nurse will oversee your complete care and potential needs upon discharge from hospital.

Please feel free to bring up any concerns with them or any of our staff.

**Accounts enquiries to (03) 51546666**