Frequently Asked Questions for patients, families and carers with private health insurance

Can I use my private health insurance at Monash Health?
Yes, you can elect to be a private patient at any of Monash Health sites. You pay for your private health insurance so, you can decide when and where you wish to use it.

Will being admitted as a private patient increase my health insurance premium?
No. Private Health Funds generally adjust their premiums once a year; this is not influenced by members lodging claims.

Will I have to pay for any other costs?
Services including x-ray, blood tests, outpatient department consultations and scans are all covered.

- Both Public and Private Patients are not covered for equipment such as walking aids, television hire or discharge medications.
- The pharmacy will advise you regarding any concession entitlements.

What are the benefits to me as a private patient?
- No out of pocket costs.
- Monash Health will waive any excess applicable to your hospital admission.
- The ability to choose a Monash Health doctor to treat you.
- Continuity of medical care throughout your hospital stay.
- Your aftercare will be continued in our Monash Health Outpatient clinics or your specialists private consulting rooms.
What if I only have basic cover with my Private Health Fund?
In most instances you are fully covered as a private patient; however the patient liaison officers will review and discuss this with you before the paperwork is signed or submitted.

What if I change my mind and want to use my private insurance later in my stay in hospital?
You can request to see the Patient Liaison Officer who will answer all your queries and change your classification to private.

Why should I use my private health insurance?
Monash Health is part of Australia’s public health care system and offers hospital care to any Australian resident under Medicare arrangements.

Electing to be a private patient at any of our sites helps generate much needed funding for Monash Health.

How can private health insurance help Monash Health?
By choosing to be a private patient you will be assisting the hospital to:

- Maintain equipment
- Help support vital research
- Improve hospital facilities
- Provide continuous improvements in patient care; this in turn benefits all the patients and the community as a whole.

More information:

Clayton Hospital         9594 2809
Moorabbin Hospital      9928 8226
Dandenong Hospital      9554 8130
Kingston Centre         9265 7938
Casey Hospital          8768 1589
Cranbourne Integrated Care  8768 1589