

## Consumer Feedback

“We appreciated having our own specialist looking after our child and providing follow-up care.”

“We were happy to use our health fund insurance knowing this will benefit the hospital.”

“The private patient liaison officer visited me and answered all my queries so I didn’t have to ask the very busy nursing and clerical staff.”

“Bringing our child in as an emergency patient, we found the toiletries pack and vouchers very useful and found it to be a very nice gesture.”



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## Important Information for Parents/Patients with Private Health Insurance

Produced by: Private Patient Liaison

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Website: <http://cahs.health.wa.gov.au>

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This information is available in alternative formats upon request

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Government of Western Australia  
Department of Health



Delivering a Healthy WA

Healthy Workforce • Healthy Hospitals • Healthy Partnerships  
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Delivering a Healthy WA

## Choosing to be a Private Inpatient

Parents with private health insurance have the choice for their child to be treated as either a public or private patient.

A private patient with appropriate hospital cover has no out-of-pocket expenses for their hospital stay. (e.g. hospital accommodation, prosthetics, pathology, radiology, ICU, theatre fees and pharmaceuticals).

Your child will be treated by or have surgery directed by a Consultant, a specialist doctor. Your chosen Consultant provides medical care at no out-of-pocket expense unless he/she advises you differently. You should discuss the cost directly with your specialist. He/she will be happy to provide this information.

## Benefits of being a Private Patient:

- Personalised treatment by specialist doctors.
- Private patient package
  - A toiletries gift pack on admission:
    - Tissues
    - Shampoo & Conditioner
    - Shower Cap
    - Soap
    - Toothbrush & Toothpaste
    - Comb
    - Note Pad
    - Pen
  - Vouchers redeemable from Kite Café, Kiosk & Ward Trolley



All patients receive top level health care

## Private Rooms

All our single rooms are **isolation rooms only**, regardless of financial election and allocation is a medical decision only.

### As a private patient you can assist PMH:

By using your private health insurance, you are assisting the hospital to maintain facilities, continue to provide better service and buy additional equipment.

## Your Choice

After speaking to your doctor, if you have any questions or need assistance regarding any of this information, the Private Patient Liaison Officer will be happy to help.

## Contact Details

### Private Patient Liaison Officer

Available Monday - Friday

7.00am - 4.00pm

All other times leave message on voicemail

Tel: (08) 9340 7586 / 9340 7587

Fax: (08) 9340 8644

Email: [pmhpplo@health.wa.gov.au](mailto:pmhpplo@health.wa.gov.au)