

Townsville Hospital and Health Service

The Townsville Hospital and Health Service comprises of 21 hospitals and community health campuses and two residential aged care facilities in North Queensland.

Our hospitals include:

- Ayr Health Service
- Charters Towers Health Centre
- Home Hill Health Service
- Hughenden Multipurpose Health Service
- Ingham Health Service
- Joyce Palmer Health Service
- Magnetic Island Health Centre
- Richmond Multipurpose Health Service
- Townsville University Hospital

You have the choice to be treated as a private or public patient at any of these facilities.

Our health service is grateful to private patients who help to support our services by using their private hospital Insurance.

Contact details

For further information on your choices as an inpatient, please ask to speak to a Private Patient Liaison Officer.

Phone: 4433 3445

Email: TSV-TTH-Revenue@health.qld.gov.au

Townsville Hospital and Health Service
100 Angus Smith Drive, Douglas QLD 4810

Published by Townsville Hospital and Health Service
www.townsville.health.qld.gov.au



Partnering with Consumers - This patient information brochure supports National Safety and Quality Health Service Standard 2. Consumers and/or carers provided feedback on this patient information.



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You have a choice

Would you like to use your **private health insurance** at Townsville Hospital and Health Service?



It's your choice

You have the choice to be treated as a private inpatient in a public hospital.

Did you know...

If you are Medicare Eligible and hold current private hospital insurance when admitted to a Queensland Health hospital you can elect to be a private inpatient.

By electing to be a private patient you may also be entitled to receive the following benefits:

- NO out of pocket expenses for private health excess, hospital accommodation fees, theatre fees, diagnostic services, prostheses, pathology and pharmaceuticals
 - You may request a single room and this will be provided where possible – however, single rooms are allocated on a clinical needs basis
 - Free car parking for a family member
 - Voucher for 2 free complimentary coffees
- * Provided the staff specialist of your choice has a Right of Private Practice at this hospital.

Interested?

Let staff know that you wish to be treated as a private patient.

Queensland Health hospitals treat thousands of patients every year covering a wide range of medical treatments and services. We constantly assess ways to treat more patients whilst still



providing the best possible service for our patients and the community.

Hospital funding and resources are limited. Each time you use your private hospital insurance at this hospital you help the hospital to:

- Purchase new equipment
- Maintain and develop accommodation and facilities
- Continuously improve and expand patient services
- Increase resources
- Fund medical research.

Not sure?

Our staff provide patients and their families with an informed choice about being treated as a private patient and are able to liaise with your health fund to determine your eligibility. This includes clarifying your level of cover, whether you have served any waiting periods and are covered for a single room.

Our staff will also explain the process, and associated benefits, of becoming a private patient as well as answer any questions you may have and assist you in completing the Patient Election Form and a National Private Patient Hospital Claim form.

Billing Information

Queensland Health supports hassle-free billing. If you are privately insured and have elected to be a private patient your accounts will be prepared and in most cases directly submitted to Medicare Australia and to your health fund on your behalf. If you have any problems, concerns or queries regarding accounts – or receive an account directly – please direct your enquiry to one of our friendly Private Patient Liaison Officers.

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