



Hospital Services

Purpose

This Factsheet describes how you can access hospital services under Department of Veterans' Affairs (DVA) arrangements. It includes information on:

- who is eligible;
- whether prior approval is required; and
- what DVA will pay for during your hospital stay.

What hospitals can I be admitted to under DVA arrangements?

Under DVA arrangements you can be admitted to a:

- public hospital;
- DVA contracted private hospital; or
- DVA contracted day procedure centre.

Who is eligible?

If you have a Repatriation Health Card – For All Conditions (Gold Card), DVA will pay for hospital services available through DVA arrangements that meet your clinical needs.

If you have a Repatriation Health Card – For Specific Conditions (White Card), DVA will pay for hospital services if they are provided through DVA arrangements, that are required because of an accepted war or service caused injury or disease. Where a White Card has been issued for:

- malignant cancer,
- pulmonary tuberculosis,
- posttraumatic stress disorder (PTSD), or
- anxiety and/or depression (whether war caused or not),

DVA will pay for treatment for clinical needs related to these conditions.

Note: Allied veterans are eligible for treatment of war caused disabilities accepted by the entitled person's home country. Please refer to Factsheet HSV62 *Commonwealth and Allied Veterans* for specific information on the services available.

Who can admit me to hospital?

Your treating doctor can make the necessary arrangements to admit you to hospital.

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Do I need prior financial authorisation before being admitted to hospital?

It depends on the type of hospital you are being admitted to. Prior financial authorisation is not required if you are being admitted to a:

- public hospital;
- DVA contracted private hospital; or
- DVA contracted day procedure centre.

Prior financial authorisation is required if you are being admitted to a:

- non-contracted private hospital; or
- non-contracted day procedure centre.

There is a full list of contracted private hospitals and day procedure centres available on the DVA website at:

http://www.dva.gov.au/service_providers/hospitals/veteran_partnering/Pages/tier1hospitals.aspx

Alternatively you can contact your local DVA office.

If you have an emergency admission (after hours, accidents) to a non-contracted hospital then your doctor should seek retrospective financial authorisation from DVA as soon as possible after the admission.

How can I be sure that I have financial authorisation for admission to a non-contracted private hospital?

If you want DVA to fund your medical treatment you should confirm the details with the doctor who arranged your admission.

Do I need to pay for treatment during my hospital admission?

No, if you are using a public hospital or a DVA contracted private hospital, the hospital will bill DVA direct for your treatment. However, non-medical expenses, eg- phones, TV, newspapers, may be your responsibility depending on the hospital. Please confirm with the hospital.

If you are billed by the doctor or the public or DVA contracted private hospital for your treatment, return the account with a note advising you are a DVA patient. Do not send the bill to Medicare or your private health fund.

Where a patient in a hospital has been assessed as no longer in need of acute care and is waiting for placement in an aged care home setting, he or she is deemed to be a 'nursing home type patient' (NHTP). A NHTP can be charged a daily fee similar to the basic resident fee in aged care homes. With the exception of former Prisoners of War and VC recipients, DVA does not pay this fee nor any aged cared home resident fees.

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Can I have a private room at DVA expense?

Yes, but only if it is clinically necessary and subject to availability. This applies equally to public and private hospitals. If you choose to have a private room when it is not clinically necessary you must pay the difference between the cost of a shared ward and a private room yourself.

Can I choose which hospital I am admitted to?

Yes. However, in most cases your choice of hospital will largely depend on where your treating doctor has visiting rights, and the facilities necessary for your treatment.

If you choose to be admitted to a non-contracted private hospital, DVA will pay only part of the costs associated with accommodation, pharmaceuticals, theatre fees and certain other incidentals. The balance of costs are your responsibility. These costs could be substantial so you should discuss it with your doctor before making this decision.

Can I choose to be treated as a private patient at a private hospital?

Yes, you can choose to be treated as a private patient at your own expense or through your own private health insurance. However, if you take this option, DVA is unable to reimburse for any expenses, and is unable to pay the gap between the cost of services and any rebate payable by your private health insurance or Medicare. This includes costs for intensive care and rehabilitation arising out of any complications that may occur.

Who do I contact if I have problems with treatment?

Most complaints can be resolved in the first instance by the hospital's nominated Patient Liaison Officer. If the matter cannot be resolved at that level, it can be referred to the State/Territory agency responsible for investigating complaints. DVA would also like to be informed in writing of any such problems.

Other Factsheets

Other Factsheets related to this topic include:

- *Entitlements under the Repatriation Transport Scheme: HSV02*
- *Transport modes available under the Repatriation Transport Scheme: HSV03*
- *Ambulance: HSV120*
- *Commonwealth and Other Allied Veterans: HSV62*
- *Hospital Admission and Discharge: HSV74*
- *Repatriation Health Card - For All Conditions (Gold): HSV60*
- *Repatriation Health Card - For Specific Conditions (White): HSV61.*

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Disclaimer

The information contained in this Factsheet is general in nature and does not take into account individual circumstances. You should not make important decisions, such as those that affect your financial or lifestyle position on the basis of information contained in this Factsheet. Where you are required to lodge a written claim for a benefit, you must take full responsibility for your decisions prior to the written claim being determined. You should seek confirmation in writing of any oral advice you receive from DVA relating to complex or important matters.

More information

All DVA Factsheets are available from DVA offices, and on the DVA website at www.dva.gov.au.

DVA General Enquiries: telephone number: 133 254 (metro) or FreeCall 1800 555 254 (regional callers).

Note: Use a normal landline phone if you can. Mobile phone calls may cost you more.

You can send an email to DVA at: GeneralEnquiries@dva.gov.au.