



## Australian Government

### Department of Veterans' Affairs

## Factsheet HSV74 - Hospital Services

### Purpose

This Factsheet describes how you can access hospital services under the Department of Veterans' Affairs (DVA) arrangements.

### Am I eligible?

If you hold a DVA Health Card – For All Conditions (Gold Card), a DVA Health Card – For Specific Conditions (White Card) or a written authorisation for treatment you are eligible to receive hospital services under DVA's arrangements.

DVA will pay for all hospital services that meet the clinical needs of Gold Card holders.

DVA will pay White Card holders hospital treatment costs required for:

- an accepted war or service caused injury or disease;
- malignant cancer (neoplasia);
- pulmonary tuberculosis;
- posttraumatic stress disorder (PTSD); and
- anxiety and/or depression.

If you are a Commonwealth or allied veteran, please see Factsheet [HSV62 Commonwealth and Allied Veterans](#) for eligibility and treatment information.

### What hospitals can I be admitted to under DVA arrangements?

You do not require DVA's approval to be admitted to a:

- public hospital;
- DVA contracted private hospital;
- DVA contracted private hospital for mental health services; or
- DVA contracted day procedure centre.

Under DVA's hospital arrangements, your doctor must seek DVA's approval before admitting you to a:

- non-contracted private hospital;
- non-contracted private hospital for mental health services; or
- non-contracted day procedure centre.

Before you are admitted, be sure to confirm with your doctor that DVA has approved your treatment in a non-contracted facility. Without approval, DVA may not cover the costs.

You can be admitted to a non-contracted hospital in an emergency. Your doctor should seek approval from DVA as soon as possible after the admission.

A list of DVA contracted private hospitals, mental health hospitals and day procedure centres is available on the DVA website at: [Hospitals, Day Procedure Centres and Mental Health Private Hospitals | Department of Veterans' Affairs](#)

### **Can I choose which hospital I am admitted to?**

Yes, however your choice will probably depend on if your treating doctor has visiting rights at your preferred hospital and if the hospital has the facilities necessary for your treatment.

If you choose to be admitted to a non-contracted private hospital your treating Doctor should contact DVA to seek approval before admission.

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

No, you will not have to pay for your treatment if you are being treated in a public or DVA contracted hospital. However, you will need to confirm with your hospital if non-medical items like phones, TV's and newspapers are at your expense.

If you are billed for your treatment, return the account advising you are a DVA patient. Do not send the bill to the Department of Human Services (DHS) – Medicare Programs or your private health fund.

### **Can I have a private room at DVA's expense?**

Yes, if you are provided with a private room DVA will cover the cost.

### **Can I choose to be treated as a private patient at a private hospital using my private health insurance?**

Yes, but if you choose this option it is at your own expense and DVA will be unable to reimburse any out of pocket expenses that may occur. This may include costs for any intensive care and rehabilitation services that may arise. These costs could be substantial so you should discuss it with your doctor before making this decision. If you choose to be treated as a private patient instead of a DVA patient, make sure you tell the hospital before you are admitted.

### **What should I have arranged for my hospital treatment?**

Before being admitted to hospital, you need to:

- use the "Personal Services and Contact List" pages attached to this Factsheet to detail important information like your medical and medication history, your doctor's details and details of your next of kin and/or family;
- pack your DVA Health Card;
- arrange transport (through DVA, if required); and
- confirm that your care coordinator and General Practitioner (GP) know you are being admitted (if you are a Coordinated Veterans' Care (CVC) Program participant).

When being admitted to hospital, you need to:

- show admission staff your DVA Health Card so they can confirm your eligibility;
- provide the hospital with your "Personal Services and Contact List";
- ask if a Veteran Liaison Officer (VLO) or Discharge Planner is available for assistance;
- ask how many days you will be in hospital;
- inform the hospital of your living arrangements, like if you live alone, live with a carer who is frail, if you have dependants or pets or use aids at home;
- ask your home services provider to postpone these services until you are discharged;
- ask the nurse to inform your GP that you are in hospital; and
- advise admission staff if you are a CVC Program participant.

Before you are discharged from hospital, you need to:

- confirm the discharge date suits you and your carer;
- have the treatment you received explained to you (have your carer or a family member to be present) and for a list of all your medications;
- arrange transport home (through DVA, if required);
- make sure that all the necessary nursing services, aids, home modifications (these can take several weeks) and home assistance is arranged for when you return home ;
- ask for review appointments to be booked with your GP and specialists for after you get home;
- ask for details of a person from the hospital that you can contact if you have any concerns; and
- if you are a CVC Program participant, confirm that your GP and CVC care coordinator have been advised you are being discharged.

When you are getting discharged, you need to:

- ask for a copy of your discharge summary, including follow-up appointments and referrals to community services, which will be provided to your GP;
- collect your medication and scripts and make sure you have enough until your next appointment with your GP; and
- ask for information about what you're able to do during recovery (get information sheets if possible).

## **Who do I contact if I have a complaint about my treatment in hospital?**

You should contact the hospital's nominated Patient Liaison Officer (PLO) if you have any complaints. Most complaints can be resolved by the hospital's PLO. If the PLO cannot resolve the matter, refer your complaint to the State/Territory agency responsible for investigating complaints. Please also inform DVA in writing of any such problems.

## **More Information**

### **DVA General Enquiries**

Metro Phone: 133 254 \*

Regional Phone: 1800 555 254 \*

[Email](mailto:GeneralEnquiries@dva.gov.au): GeneralEnquiries@dva.gov.au

[DVA Website](http://www.dva.gov.au): www.dva.gov.au

[Factsheet Website](http://www.dva.gov.au/factsheets): www.dva.gov.au/factsheets

\* Calls from mobile phones and pay phones may incur additional charges.

## **Other Factsheets**

- [HSV02 Overview of the Repatriation Transport Scheme](#);
- [HSV03 Transport modes available under the Repatriation Transport Scheme](#);
- [HSV120 Ambulance Services](#);
- [HSV62 Commonwealth and Other Allied Veterans](#);
- [HSV60 Using the DVA Health Card - For All Conditions \(Gold\)](#);
- [HSV61 DVA Health Card - For Specific Conditions \(White\)](#);
- [HCS01 About Veterans' Home Care](#);
- [HSV101 Coordinated Veterans' Care Program](#); and
- [HSV77 Convalescent Care](#).

# 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 verbal advice you receive from DVA relating to complex or important matters.



<p>GP/LMO</p> <p>Name:.....</p> <p>Phone number: .....</p> <p>Fax:.....</p> <p>Email:</p>	<p>Local Pharmacy</p> <p>Name: .....</p> <p>Phone number: .....</p> <p>Fax: .....</p> <p>Email:</p>
<p>Medical Specialist</p> <p>Name:.....</p> <p>Specialty:.....</p> <p>Phone number: .....</p> <p>Fax: .....</p> <p>Email:</p>	<p>Medical Specialist</p> <p>Name: .....</p> <p>Specialty:.....</p> <p>Phone number: .....</p> <p>Fax: .....</p> <p>Email:</p>
<p>Community Nursing Service</p> <p>Name: .....</p> <p>Phone number: .....</p> <p>Fax: .....</p> <p>Email:</p>	<p>Community Service (eg home care)</p> <p>Name: .....</p> <p>Phone number: .....</p> <p>Fax: .....</p> <p>Email:</p>
<p>Community Service (eg meals on wheels)</p> <p>Name: .....</p> <p>Phone number: .....</p> <p>Fax: .....</p> <p>Email:</p>	<p>Allied Health Provider (eg physiotherapist)</p> <p>Name: .....</p> <p>Phone number: .....</p> <p>Fax: .....</p> <p>Email:</p>
<p>Carer or family member</p> <p>Name: .....</p> <p>Phone number: .....</p> <p>Fax: .....</p> <p>Email: .....</p> <p>Power of attorney? No /Yes – Ref No:.....</p>	<p>Carer or family member</p> <p>Name: .....</p> <p>Phone number: .....</p> <p>Fax: .....</p> <p>Email:</p> <p>Power of attorney? No/Yes – Ref No:.....</p>
<p>Dependants</p> <p>Name and role (eg child/spouse)</p> <p>.....</p>	<p>Pets</p> <p>Type: .....</p> <p>Who looks after pets in my absence:</p> <p>Name:.....</p> <p>Phone number: .....</p>
<p>Hospital Veteran Liaison Officer or Discharge Planner</p> <p>Name: .....</p> <p>Phone number: .....</p>	