

Cabrini patient transport

Ambulance and Patient Shuttle Transport: What do I need to know?

- Non-emergency patient transport regulations are set by the Victorian Department of Health and are complex
- In general, non-emergency patient transport is not covered by your private health insurance or ambulance subscription
- Cabrini will transport you between Cabrini facilities at our expense
- Cabrini will transport you to other health care providers, if Cabrini determines that it is necessary for your care
- Other use of non-emergency patient transport may be at your expense
- Recent changes do not affect emergency transfers from home or in the case of an accident

Frequently Asked Questions

Why are the rules around transport different from last time I was in hospital?

It is important to consider your transport to other facilities or returning home when you come into hospital.

The Victorian Department of Health undertook a review of how ambulances in Victoria were being used, and mainly focused on ambulances that were transporting patients that were classified as non-urgent or not an emergency.

The main aim of the review was to determine if ambulance services could focus their attention on better providing emergency care rather than these services being used for transport that were, in some cases, not appropriate. Following this review, the Department of Health introduced changes on 1 July 2014 which may affect the services you have used in the past. These changes mostly affect who will be responsible for paying for transport services and applies to all patients in public and private hospitals.

Does my private health insurance or ambulance subscription pay for my ambulance?

Most health insurance companies only cover the cost of ambulances in an emergency situation. Going from hospital to another hospital, or from hospital to home in an ambulance, is not considered an emergency so the cost is not covered by insurance.

Ambulance subscription may cover the cost of transport to your home if it is deemed medically necessary. We will assist in checking this for you, however transport will not be arranged by Cabrini if this is not the case.

What if I am insured by the Department of Veterans' Affairs (DVA)?

If you have DVA cover, the cost of transports is usually paid by the DVA, however the level of cover may vary and exclusions sometimes apply. Cabrini will check this for you and advise the cost if you are not covered. We can organise the transport on your behalf. The charge will be listed on your account under *Patient Transport*.

What if I need to go to another facility to have treatment, or attend an appointment, while I am a patient at Cabrini?

Cabrini will arrange and be responsible for transporting you to and from another facility for treatment and return. If you are well enough, a family member or friend will be permitted to take you to the appointment if you prefer.

If you undergo a procedure at another private hospital, then that hospital will be responsible for organising transport to return you to Cabrini.

How do I get home if I live outside the Melbourne metropolitan area?

In most cases you will be responsible for organising your transport to return home if you live outside of Melbourne. This means that you will be responsible for the cost of an ambulance if you choose to return closer to home, to go to another hospital or to rehabilitation. We can organise the transport on your behalf. The charge will be listed on your account under *Patient Transport*.

How will I get to rehabilitation from hospital?

We will organise for you to be transferred by Cabrini transport if you choose to undertake your rehabilitation at another Cabrini facility. If you choose to go to a rehabilitation facility that is not part of Cabrini, we will organise the transport, however you will be responsible for the cost. The charge will be listed on your account under *Patient Transport*.

Can I request an ambulance if I want to go home?

We are happy to organise either a stretcher transfer, the Cabrini Patient Shuttle Bus or even aircraft transport to take you home. You will receive a quote for the cost and, if agreed, we will book the transport on your behalf. The cost will be listed on your account under *Patient Transport*.

How much will all of this cost?

The cost of transport varies, depending on the type of transport and the distance travelled.

Cabrini will advise you of the costs and, if agreed, book the transport on your behalf. The charge will be listed on your account under *Patient Transport*.

