

Online Patient Registration

Welcome!

We look forward to caring for you, but first we need some important details about your medical history, medications (including complimentary therapies such as vitamins and supplements) and what matters to you when you come to our hospital.

Please complete our Online Registration form at least 5 days before you come to the hospital.

We will review your health history and a nurse may contact you if they need more information.

The Online Registration site covers ten St Vincent's Health Australia hospitals (including the Mater Hospital Sydney).

When you log into the system, you need to select the hospital you will be admitted to.

If you are not familiar with computers, a family member or friend may be able to assist you.

Depending on your medical history, registration can take approximately 15 to 45 minutes

svha.eadmissions.org.au

The following information is required, along with access to your mobile phone, to complete your Online Registration.



Your current Medicare, pension or pharmacy benefit card details.



Your private health insurance, DVA or work cover details.



Your list of medications, both prescribed and complimentary, eg vitamins, the strength, dose and the reason for taking.



Your personal and next of kin details, your medical and surgical history and enduring guardian and/or advanced care directive information.

New user

Please select **'Create User'**. You will be asked to enter your details to create an online profile.

Hint: take a note of your username and password as this can be used to return to your online profile.

Returning user

Use the Username and password when you first set up your Profile.

Select **'New Admission'** and complete all required sections.

Helpful hint

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Validate

Keep your mobile phone close at hand - at certain points throughout the online admission process you will be required to complete a security authentication.

An SMS will be sent to your mobile phone with a 6-digit code. You will then be prompted to enter the code into a field on the screen (the code will be valid for 10 minutes).



If you have any questions please call our SVHA Helpline on **1300 052 602**.

If you cannot speak to a staff member straight away please leave a message and we will call you back within one business day.



Once you have successfully registered online you will receive an email confirmation. The email will include a link to information to help you prepare for your hospital stay.

Information for your admission –

Your Doctor or their Practice Manager should complete this information for you.

Doctor's name:
Date of admission:
MBS Item Numbers:
Date of operation:
Reason for the admission or surgical procedure:

Hospital Accounts

Your hospital account includes the costs associated with your hospital stay including accommodation, theatre fees and any prosthesis used and we submit a claim to your health fund on your behalf. On or prior to your admission you will complete Informed Financial Consent with a member of the hospital staff where all the expected costs will be explained in detail.

Private Health Insurance

Please contact your private health fund prior to admission to confirm your level of cover. When calling them check the following:

- Does your policy carry any restrictions or waiting periods?
- Does your level of cover adequately cover your hospital stay including theatre fees and associated costs with your admission based on the item numbers provided by the doctor rooms?
- Do you have an excess or co-payments to pay on admission?

Self-Issued/Overseas Insurance

'Self-insured patients are required to pay the admission estimation prior to or on admission. The hospital reserves the right to refuse admission if payment is not received.

DVA

Veterans and DVA patients are asked to bring their DVA card with them on the day of admission and present it to one of our staff at Reception.

Other Accounts

You will receive accounts/invoices from your Surgeon, Anaesthetist, Physician or any other doctor involved in your care. Medicare and your health fund may cover a portion of these costs but these are submitted to the fund by your doctor.

Diagnostic services such as medical imaging (x-ray) and pathology will be billed separate to your hospital account and you can claim these through Medicare and your health fund. They may not cover the entire cost of these so there may be some out of pocket expenses. This may be 'capped' by your health fund.

Costs of medications you are taking PRIOR to your admission AND discharge medications dispensed by our pharmacy are NOT covered by your health fund and are payable on discharge.

Medications required during your stay ARE included in your hospital account. Some 'high cost' drugs are not currently included in the Pharmaceutical Benefit Scheme (PBS) may be charged if not covered by your health fund.