



# What you need to know about transport

## Patient information

### Public inter-hospital transfers

Transfers from one tertiary public hospital to another tertiary public hospital for ongoing care as a public patient will be coordinated through the transport department and will be at no cost to you.

Transfers from Sir Charles Gairdner Hospital (SCGH) to a country public hospital are arranged through our discharge coordinators and there will be no charge to you.

### Public to private hospital transfers

If an ambulance is required for a transfer from a public hospital to a private hospital, there will be a cost to you. This is classified as a non-urgent ambulance transfer. When this type of transfer is being discussed with you, please check your cover or liaise with your private insurance provider. 'Top' cover does not necessarily mean you are covered for non-urgent ambulance transfer. The amount charged will vary.

If you have ambulance cover or non-urgent ambulance cover with your private health insurance, you may have little or no out-of-pocket expenses.

Please be aware, if SCGH hospital transport is requested but busy, the job is often booked through another transport service provider. The patient is responsible for the cost of the ambulance/transport.



### Public hospital to home/residential care transfer on discharge

If an ambulance is required for a transfer to home or residential aged care on discharge from SCGH, there may be a cost to you. This is classified as a non-urgent ambulance transfer. When this type of transfer is being discussed with you, please check your cover or liaise with your private health insurance provider. 'Top' cover does not necessarily mean you are covered for non-urgent ambulance transfer. The amount charged will vary.

If you have ambulance cover or non-urgent ambulance cover with your private health insurance, you may have little or no out-of-pocket expenses.

### Further information

Full aged pensioners are fully covered for ambulance transfers home. The patient will need to liaise with the ambulance company directly if they receive a bill incorrectly.

Department of Veterans Affairs Gold cardholders are covered for ambulance transport home.

Self-funded retirees and patients under 65 who require ambulance transport will be liable for all costs. We recommend you add non-urgent cover to your private health insurance.

Whenever transfers are being discussed with you, please ask if there is an associated cost.

### Sir Charles Gairdner Hospital

- Hospital Ave, Nedlands WA 6009
- General enquiries (08) 6457 3333
- Hearing impaired (TTY) (08) 6457 3900
- [scgh.health.wa.gov.au](http://scgh.health.wa.gov.au)

This document can be made available in alternative formats on request.

