



PATIENT INFORMATION

Patient Transport

Before being admitted to hospital, it is important to consider how you will be transported home or (if necessary) to another facility such as rehabilitation.

Ambulance & Patient Transport: What do I need to know?

- Non-emergency patient transport regulations are set by the Victorian Department of Health.
- In general, non-emergency patient transport is not covered by your private health insurance or ambulance subscription
- St Vincent's Private Hospital will transport you between St Vincent's Private Hospital facilities at our expense
- Other use of non-emergency patient transport will be at your expense

Frequently Asked Questions

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

In 2024 the Victorian Department of Health updated the patient transport guidelines.

The review determined that the ambulance services should focus on **emergency** transport needs.

These changes directly impact patients in public and private hospitals.

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

Most health insurance companies only cover the cost of ambulances in an emergency situation. Going from hospital to another healthcare facility, for example rehabilitation or to home is not considered an emergency and is not covered by health insurance.

Your ambulance subscription may cover the cost of transport, but only if Ambulance Victoria assess it to be medically required.

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

If you have DVA cover, the cost of transport is usually paid by DVA, however exclusions sometimes apply.

We can organise the transport on your behalf.

What if I need to go to another facility to have treatment, or attend an appointment, while I am a patient at St Vincent's Private?

St Vincent's Private will arrange and be responsible for the cost of transporting you to another facility for acute treatment.

If you are well enough, a family member or friend will be permitted to take you, if you prefer.

How do I get home from hospital?

You will be responsible for organizing your transport home from the hospital. A Carer's certificate (medical certificate) can be provided to the person attending the hospital to transport you home. Please ask the nurse if a certificate is required.

How will I get to rehabilitation from hospital?

We will organize for you to be transferred by St Vincent's Private transport if you choose to undertake your rehabilitation at another St Vincent's facility.

If you choose to go to a rehabilitation facility that is not part of the St Vincent's Network, we will organize transport if your family is unable to take you. You will be responsible for the cost of the transport unless you are covered by DVA.

You will be provided with an estimate of the transport costs and will have to pay for the transport prior to your discharge.

Can I request patient transport if I want to go home?

If you are unable to find family or friends to take you home, we are happy to assist and organize patient 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 of this transport needs to be paid for prior to discharge and you will receive a copy of the invoice.

How much will all of this cost?





Please be aware the cost of transport varies, depending on the type of transport and the distance travelled. St Vincent's will advise you of the costs and, if agreed, book the transport on your behalf.



**ST VINCENT'S
PRIVATE HOSPITAL**
MELBOURNE

A FACILITY OF ST VINCENT'S HEALTH AUSTRALIA

St Vincent's Private Hospital Melbourne
59 Victoria Parade Fitzroy Vic 3065
Phone: (03) 9411 7111
www.svphm.org.au

 www.facebook.com/StVincentPrivate
 [@SVPHMelbourne](https://twitter.com/SVPHMelbourne)
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