



**Essential
information
for your
admission**



Welcome

Thank you for
choosing Mater
Private Hospital
Rockhampton.

Our dedicated team
are here for your
care and comfort
during your stay.

The Heart to Heal, The Strength to Grow

Our spirit is strong, it thrives as we embrace
those who we must always care for.
Our journey has been long and we will
continue to flourish as we open our hearts
to those who walk with us. **Always.**

The artwork concept and narrative was developed by David
Williams. David is a proud Wakka Wakka artist at Gilimbaa.

Mater acknowledges that our services are
provided on Aboriginal and Torres Strait
Islander lands and pays respect to their
Elders—past, present and emerging.

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Mater's Response to Voluntary Assisted Dying (VAD)

Mater provides compassionate care to all people at our hospitals and healthcare services.

We do not participate in or facilitate the services provided under the Voluntary Assisted Dying Act 2021 (Qld).

Further information on Mater's position on VAD can be found on our website mater.org.au/VAD

People seeking further information on VAD can also contact the Queensland Government VAD support service (Q-VAD) on **1800 431 371** (Monday – Friday 8.30 am – 4 pm)

About Mater

Mater hospitals have played a key role in the provision of healthcare in Queensland since 1906.

Our internationally acclaimed hospital network supports thousands of people each year and comprises hospitals in South East, Central and North Queensland.

What makes us different

Mater Private Hospital Rockhampton has been supporting the health of people living in and around Rockhampton for more than a century. Our heritage listed Kenmore building was purchased by the Sisters of Mercy in 1915 and opened as the first Mater Misericordiae Hospital in Central Queensland on 14 November in the same year.

Today, our 136 bed facility features five operating theatres, a private emergency service and a wide range of specialised clinical services.

Our concerted pursuit of innovation—to discover, improve, adopt and adapt—differentiates Mater as a leader in the areas of health, education and research. We are committed to providing exceptional care in the community.

Bundaberg

- Mater Private Hospital Bundaberg

Rockhampton

- Mater Private Hospital Rockhampton

Mackay

- Mater Private Hospital Mackay

Townsville

- Mater Private Hospital Townsville

Springfield

- Mater Private Hospital Springfield
- Mater Hospital Springfield (opening 2025)

South Brisbane

- Mater Private Hospital Brisbane
- Mater Hospital Brisbane
- Mater Children's Private Brisbane
- Mater Mothers' Hospital (public and private)

Redland

- Mater Private Hospital Redland

Preparing for your admission

Your admission location is:

Mater Private Hospital Rockhampton

Ward Street, Rockhampton QLD 4700

 **07 4931 3313**

 **07 4931 3477**

 **materrockhampton@mater.org.au**

A map is included on page 8 of this booklet to help assist you in where to go.

IMPORTANT: All forms need to be completed and returned no later than 14 days prior to your admission date.

Please complete these using one of the following methods:

You may choose to complete and submit your forms online using the Mater Patient Portal, **patientportal.mater.org.au**

Or, if you choose to complete the paper version of the forms enclosed, please return them either by:

- Mail, using the reply paid envelope provided (allow up to seven days for delivery)
- Scan and email to **rockhampton.preadmission@mater.org.au**
- Fax to **07 4931 3477**.

If faxing or emailing your documents, please ensure you also bring the original documents on admission day.



Mater contact information

Mater Hospital Switchboard (24 hours)

To be connected to patients or departments.

 **07 4931 3313**

Preadmission Clinic

(Monday, Tuesday, Thursday 8 am – 4.30 pm)

Experienced nurses are available to book preadmission appointments as necessary or discuss concerns and answer questions about your stay.

 **07 4931 3464**

Financial account enquiries

Our friendly, professional staff can assist with questions relating to your hospital account or finance.

 **07 4931 3454**

Feedback, compliments and complaints

Available to patients who wish to voice complaints or provide valuable feedback about our service. All feedback is acknowledged and tended to with respect and cooperation between everyone.

 **07 4931 3486**

 **feedback.rockhampton@mater.org.au**

Information Privacy Office

Please contact our medical records team if you wish to have access to your medical record or have any concerns about your privacy or disclosure of information.

 **07 4931 3445**

 **info.rockhampton@mater.org.au**

Interpreter services

Effective communication between patients and staff is important. Interpreter services are available and can be organised by the nurse caring for you.

mater.org.au

For additional patient information, select **Mater Private Hospital Rockhampton.**

REACH out for help*

We value your safety above all else. We expect that your healthcare team can address any concerns or worries you may have about your care and immediate safety. Patients, families or carers have a right to further escalate their concerns and we encourage you to raise any concerns as early as possible. If you have serious or immediate concerns about your health, please follow the steps outlined below:

Recognise—you may recognise a worrying change in your condition, or in the person you care for.

Engage—talk with the nurse or doctor, tell them your concerns.

Act—ask the nurse in charge for a clinical review. This should occur within 30 minutes.

Call—if you are still worried call REACH. You can use your bedside phone or ask for a ward phone.

Help—call REACH on **13636**. Help is on its way.

* REACH is the equivalent to Ryan's Rule as used by Queensland Health.

Consumer engagement

Mater has an engaged community of consumers who partner with us to provide valuable feedback. We would love for you to be a part of this community. Please email **info.rockhampton@mater.org.au** to find out more.



What to bring to hospital



To help make your stay as pleasant as possible it is important that you bring the following items with you on your day of admission:

- ☐ All information from your doctor including letters, requests and a consent form if you have this.
- ☐ All your current medications in their original packet and any current prescriptions you have. You will need to discuss all your current medications, including over the counter medications and natural remedies with your specialist doctor so they can determine if you need to stop taking them before your hospital admission.
- ☐ All x-rays and scans relating to your current medical condition.
- ☐ Private health insurance details, Medicare card, DVA card, Safety Net card, Pensioner card, authority to admit from WorkCover, pharmacy card, health benefits card, as needed.
- ☐ Your credit card or other method of payment.
- ☐ A certified copy of your power of attorney or advanced health directive, if you have one.
- ☐ Comfortable clothing that is not too long or loose. If you are staying overnight please also bring sleepwear and toiletries.
- ☐ Any personal items you normally use such as prescription glasses, walking aids and hearing aids.
- ☐ Comfortable, low-heeled and non-slip shoes that fit you well.
- ☐ If you use a CPAP machine please bring this with you, along with any medical documents relating to your sleep apnoea or CPAP machine. This is still necessary even if you are not staying overnight in hospital.
- ☐ A small amount of money for incidentals.*
- ☐ Electronic devices such as a mobile phone or other smart devices.*

* Please read Security disclaimer on page 15.

Preparing for your procedure



The following guidelines will assist you in preparing for your procedure:

Today

- ☐ Please complete your admission forms in preparation for your hospital stay. Refer to page 2 of this booklet for details on how to return your forms.
- ☐ Stop or reduce smoking.

Consider your discharge arrangements

Planning your discharge is an important part of your hospital stay and will involve discussion with your family and support people to ensure you are fully prepared. It is important that you plan your discharge transport before your admission wherever possible, and that your discharge arrangements are made before you leave hospital.

Preparing for your procedure

- ☐ For day procedure patients having sedation or general anaesthetic, please organise to have your Responsible Person accompany you home and stay with you overnight.
- ☐ Skin care (not applicable for some procedures)—please do not shave, wax or use any hair removal products on the operation site within one week of surgery, without checking with your doctor.

7 - 10 days before your procedure

- ☐ Follow the instructions given to you by your doctor regarding medications and when to stop/continue taking them:

If you have not received instructions regarding whether to cease blood thinning medications or not, or how to manage your diabetic medications during your fasting time, please contact your doctor for advice.

- ☐ Stop taking all herbal remedies, vitamins and fish oils now, or check with your doctor before continuing.
- ☐ If you are having surgery to your arms and/or legs, it is recommended that you remove nail polish on the affected limb.

48 hours before your procedure

- ☐ Notify your surgeon or Mater Private Hospital Rockhampton on **07 4931 3464** if you are feeling unwell or have any of the following symptoms:
- temperature or fever
 - chest infection
 - sore throat
 - rash
 - vomiting
 - diarrhoea
 - skin—any cuts, breaks, skin tears, insect bites on the limb or near the region of your body being operated on.

You will receive a call from the finance/administration team to confirm your personal details, discuss the financial aspect of your stay and confirm your admission time and location.

You may be contacted by a Preadmission Registered Nurse who will discuss your medical history and admission details.

Fasting instructions

- ☐ Ensure you have received fasting instructions. If you do not have instructions, please check with your specialist doctor.

Note: Please check any information provided by your surgeon, as these instructions may be included in an admission letter from your doctor:

Admission time:

If you are unsure of any admission details, please seek clarification from your doctor or contact Mater Private Hospital Rockhampton on **07 4931 3464**.

Special needs

- ☐ Please advise the hospital prior to your admission of any special needs you may have, so that we may appropriately prepare for your stay. Special needs include physical disabilities, hearing or visual impairments or special dietary requirements.

Day of procedure

- ☐ Shower thoroughly at home using soap or body wash and wear clean, comfortable clothing to hospital. You may wish to bring a light jumper or cardigan to have with you while waiting at hospital.
- ☐ Do not use any skin products following your shower (e.g. powder, deodorant, creams, ointments or makeup).
- ☐ Please remove body piercings and jewellery.
- ☐ Check that your Responsible Person is still available to pick you up after your procedure.
- ☐ Present to your allocated admission location (see page 2 of this admission guide).



Accommodation requests

Your patient care room is an important feature of your stay and every effort will be made to accommodate any requests.

Unfortunately there are no guarantees that your requests will be met as rooms are allocated on the day of your admission to hospital. Preference must be given according to clinical conditions and room availability.

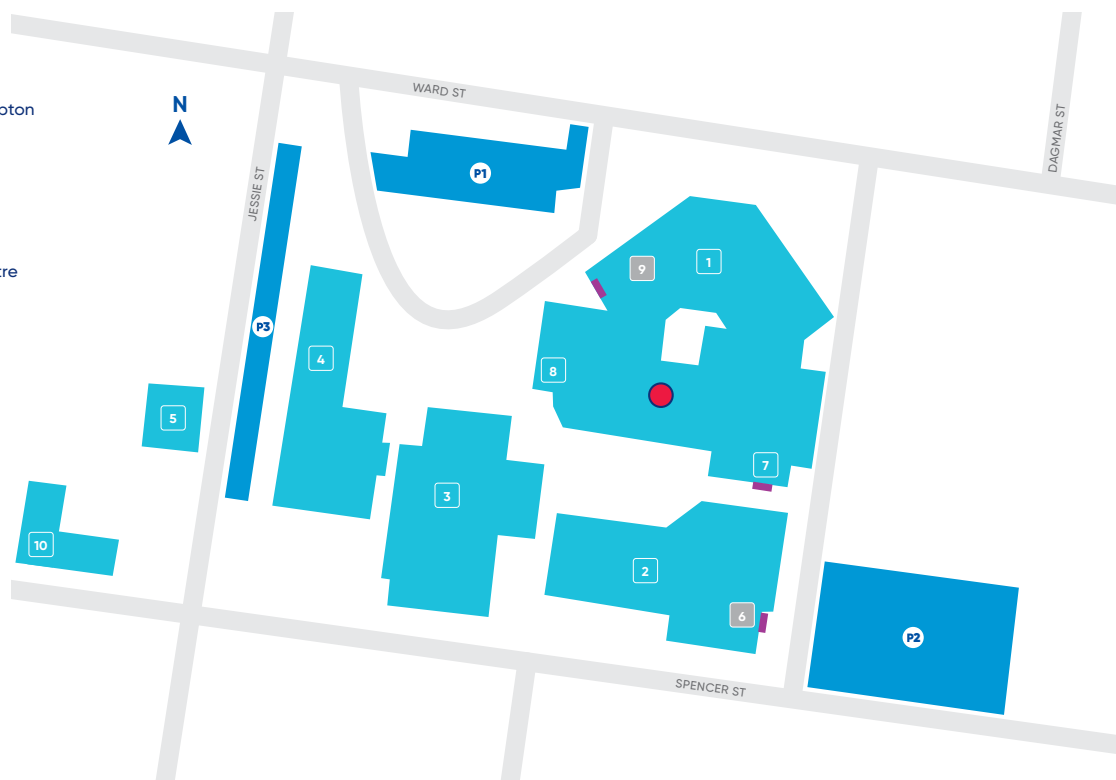
Making your way to the hospital

Buildings

- 1 Catherine McAuley Building
• Mater Mothers' Private Rockhampton
- 2 Mercy Boyan Building
- 3 Kenmore Building
- 4 Mater Medical Centre
- 5 Mater Specialists Outpatient Centre
- 6 I-Med
- 7 Oncology
- 8 Ambulance Bay
- 9 Pharmacy
- 10 Mater Patient Accommodation

Key

-  Main entrance
-  Ward Street Car Park
-  Spencer Street Car Park
-  Jessie Street Car Park
-  Private Emergency Care Centre



Location

Mater Private Hospital Rockhampton is located on Ward Street, Rockhampton. The hospital is easily accessible via public transport, car or taxi.

By car

The main entrance of the hospital is located on Ward Street. Patients can be dropped off and collected from this entrance. There is designated disabled parking near the main entrance.

Rockhampton Domestic Airport

Mater Private Hospital Rockhampton is located a short five minute drive from Rockhampton airport. Services to Rockhampton from Brisbane run daily, and you can check schedules via Qantas and Virgin Australia.

By taxi and bus

Taxi and bus transportation is widely available throughout Rockhampton. Ask at reception if you would like a taxi ordered on your behalf. A taxi phone is located in the foyer.

Parking options

Parking is available onsite via Spencer Street and Jessie Street, however it can become busy during peak periods. Public parking is also available in adjacent streets; please take note of the relevant parking times and restrictions when you park.

If you are going to Oncology or Surgical Admissions Unit, the entrances are located at the top end of the I-Med carpark on Spencer Street.

Let down zones

Patients can be dropped off and collected from the entrance of Mater Private Hospital Rockhampton, Ward Street, Rockhampton.

Post anaesthesia instructions

The following information is being provided to help you understand:

- the effects that anaesthesia can have on you
- things you should not do after sedation or general anaesthesia
- how to return to normal eating and drinking
- what complications to be aware of
- when and how to seek medical advice.

Type of anaesthesia

- Sedation
- General anaesthesia
- Local anaesthesia.

Subtle effects of anaesthesia can last more than 24 hours after the procedure, depending on the type of anaesthesia used. Although you may feel normal within the first 24 hours, your reflexes and mental ability may still be affected without realising. You may also feel dizzy, lightheaded, sleepy, drowsy, tired and weak. After a general anaesthetic, body aches, sore muscles and a sore throat may also be present.

For safety and legal reasons, it is important that you **do not** do any of the following for up to 24 hours after receiving an anaesthetic:

- drink alcohol
- drive a car or operate machinery
- return to work
- make important personal/business decisions/sign important documents
- care for young children, toddlers and babies.

Please follow the post-operative instructions provided to you. It is also important during this time to have your Responsible Person stay with you. It is not essential for patients who receive local anaesthetic only to have a Responsible Person.

Responsible Person caring responsibilities

At any time throughout the specified time, one Responsible Person can hand over to another. For example, the person taking the patient home from hospital does not need to be the same person as the one who cares for the patient at home. The responsible person needs to:

- be able to continue to provide care and keep the patient safe while at home
- be available to take the patient home from hospital by car or taxi
- be able to continue to provide care and keep the patient safe while at home, or hand over to another responsible carer
- be available to stay with the patient for 24 hours after their procedure, if it was performed under anaesthetic (excluding local anaesthetic)
- be available to help with medication
- be available to help with hygiene (i.e. toileting, showering and dressing)
- be available to help with the organisation of the household after the procedure (i.e. shopping or meal preparation)
- seek medical help if needed (i.e. drive to doctors, telephone or call an ambulance).

Diet and fluids

Following an anaesthetic it is important to drink plenty of fluids to help flush the anaesthetic medicines through your system and to rehydrate. However, anaesthetics can cause some people to experience nausea and vomiting. To help manage this, gradually increase your diet, beginning with fluids that are clear (e.g. water, black tea, blackcurrant juice, apple juice, jelly). Then move to light refreshments when you feel you are ready, before returning to your normal diet.

Complications

If you experience any of the following, or if complications occur, please seek medical advice:

- persistent nausea and vomiting
- unexpected persistent bleeding from the wound
- a high fever
- problems with breathing
- sleepiness.

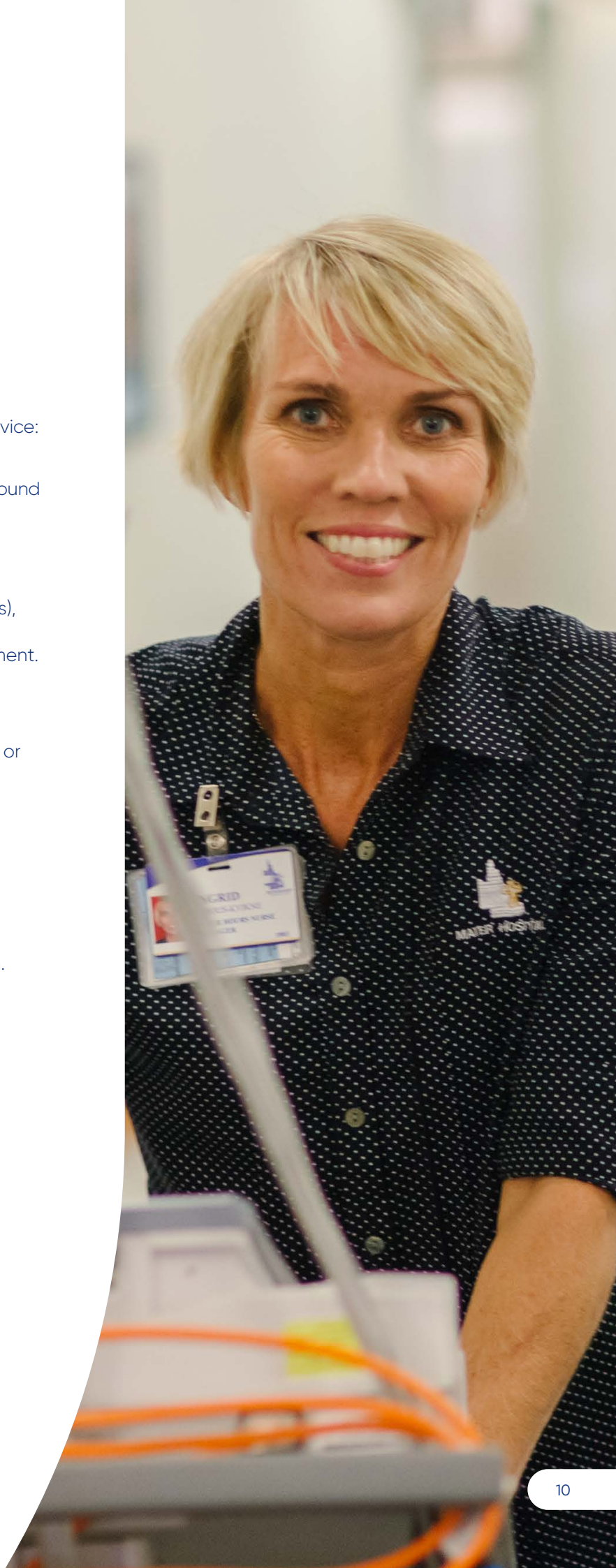
Please contact your surgeon (specialist rooms), your local doctor (GP) or, in the event of an emergency, your nearest emergency department.

Contact

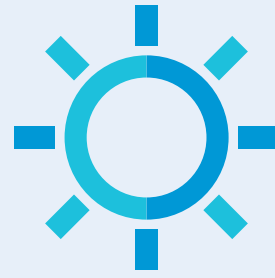
If you need more information, please call Mater Private Hospital Rockhampton directly, or speak to your local emergency department.

Follow-up

A follow-up call will be made by the nursing staff after your procedure to discuss your recovery and any questions you may have. If you have questions and you haven't received a follow-up call, please do not hesitate to contact Mater Private Hospital Rockhampton.



Day procedures



Please read the important information on pages 4 to 10 and follow the instructions to prepare for your procedure.

On arrival

Please check in with our friendly reception team at your designated reception area. When you check in, our team will confirm your details, assist you to complete any required paperwork and direct you to the appropriate care area.

Day procedure patients

Your specialist doctor may arrange for you to have your procedure and go home on the same day. If this is the case, you will be cared for in the Day Procedure Unit.

While waiting in the Day Procedure Unit for your procedure, you may have a support person wait with you. We aim to ensure that you wait for the shortest time possible. But it is a good idea to bring a book or magazine to read, or an electronic hand held device.

Your care team will keep you informed on your specialist doctor's progress and potential wait times. When it is nearing time for your procedure, a member of your care team will collect you and assist you to prepare for your procedure.

Following your operation you will return to the Day Procedure Unit where your care team will look after you until you go home. We expect that, on average, your stay with us will be approximately five to seven hours from time of admission to time of discharge.

For children and young adults up to 18 years of age, we ask that one parent accompany their child and be available in the recovery stage unless the patient has signed their own consent form.

When you are ready to leave:

- Medications that you may require for home (i.e. pain relief) can be dispensed by Mater Pharmacy before you leave, and can be collected on your way out.
- A member of your care team will contact your nominated Responsible Person to arrange a time for you to be collected from hospital.
- Your Responsible Person will be asked to park and come to collect you from the Day Procedure Unit located on Level 1 of the Mater Private Hospital Rockhampton so that your discharge instructions and medications can be discussed with you both prior to you leaving.
- Please ensure your Responsible Person with you for up to 24 hours following your anaesthetic.

If you require a medical certificate, please see your nurse or doctor prior to your discharge date. For day surgery patients, please advise your surgeon prior to your surgery date that you will require a medical certificate.

Contact your specialist doctor or attend your closest emergency department if you have any post-procedural complications.

Quick reference



Ensure you have received your fasting instructions and admission time from your doctor's practice.



Please ensure you plan your transport home from hospital before you arrive.



If you are concerned about transport home or managing at home after leaving hospital, please notify the Mater Private Hospital Rockhampton on **07 4931 3464**.



The expected discharge time when you are able to leave hospital is 10 am.



Do not drive a car, sign any legal documents, make any important decisions or operate heavy equipment for 24 hours following your anaesthetic. Follow any further instructions provided by your surgeon and anaesthetist.

Overnight or longer stay



On arrival

Please check in with our friendly reception team at your designated reception area. When you check in, our team will confirm your details, assist you to complete any required paperwork and escort you to the appropriate care area.

Your specialist doctor will let you know if your admission to hospital requires you to stay overnight longer.

Arriving the day prior to your procedure

If your specialist doctor has requested that you are admitted the day before your procedure, our reception team will escort you from Reception to your patient care room where a member of your care team will assist you to get settled.

After your procedure, your care team will transfer you back to your hospital room.

Arriving on the same day as your procedure

If your specialist doctor has requested that you admit to hospital on the same day as your procedure, you will be admitted and cared for in either our Surgical Admissions Unit or taken directly to your allocated overnight stay room. We aim to ensure that you wait for the shortest time possible. But it is a good idea to bring a book or magazine to read, or an electronic hand-held device.

While waiting in the Surgical Admissions waiting area, or your allocated overnight room prior to your procedure, you may have a support person wait with you. Your care team will keep you informed of your specialist doctor's progress and potential wait times.

When it is nearing time for your procedure, a member of your care team will collect you and assist you to prepare for your procedure.

Outpatient accommodation

Mater House

Our fully equipped apartments in Spencer Street provide accommodation near the hospital. Please call Mater House directly for more information on bookings and costs.

 **07 4931 3464**

Other accommodation

Limited accommodation is available through the Red Cross. You can find out more information on motel accommodation near the hospital by calling the Red Cross.

 **1800 733 276**

Other local motels may offer a discounted rate to long stay Mater Private Hospital Rockhampton patients.

Central Queensland Cancer Support Centre

The Central Queensland Cancer Support Centre offers eight accommodation units for patients undergoing cancer treatment. For more information on bookings, please call the centre directly.

 **07 4932 8600**

Going home after a longer stay in hospital

We anticipate having you ready to leave hospital by 10 am on the day your surgeon approves you to go home. This ensures we can provide admitting patients with the care they require.

For your convenience, we offer multiple patient drop off and pick up zones. We kindly ask that you plan to have discharge transport available prior to admission to hospital.

On the day you leave hospital, a member of your care team will discuss with you your medications and how to care for yourself at home, and will provide you with information to take with you. Medications that you may require for home (i.e. pain relief) can be dispensed by Mater Pharmacy before you leave.

If you require a medical certificate, please see your nurse or doctor prior to your discharge date. For day surgery patients, please advise your surgeon prior to your surgery date that you will require a medical certificate.

Contact your specialist doctor or attend your closest emergency department if you have any post-procedural complications.

Hospital facilities and services



Café

There is a café located on the ground floor of Mater Private Hospital Rockhampton that caters to patients, visitors and staff. It provides a wide range of snacks, meals and hot and cold beverages.



Chapel and pastoral care services

A chapel is available at Mater Private Hospital Rockhampton for all people to access for their own quiet time and reflection.

Our pastoral care team are here for you holistically, which includes your physical, emotional, social and spiritual wellbeing.

Pastoral care at Mater supports the entire clinical team in providing holistic care for you, your family and carers. A pastoral care practitioner will seek to visit you during your stay in hospital. You may also request a visit by asking a member of your healthcare team.



TV and phones

Individual TVs are provided free of charge to each room. A handset by your bed allows you to select any of the local television stations.

Bedside phones are also available. Outside callers can call reception on 07 4931 3313 and ask for the patient they wish to contact. The patient may also provide their direct number to family and friends.

If you are an inpatient we recommend that your family and friends do not call until mid-morning to allow routine patient care activities to be undertaken first.



Food service

The hospital's menu is comprehensive and offers delicious meal options that cater to every taste and supports nutritional wellbeing and recovery. Options are available to meet individual dietary requirements. Please advise us if you have any special dietary requirements prior to or on admission.

You will be given a menu each day with a selection of meals for you to choose from.

Meal times

- Breakfast from 7.30 am
- Lunch from 12.30 pm
- Dinner from 5.30 pm



Volunteers

Volunteers are a valued and important part of Mater, enabling us to maintain a wide range of services and support for our staff, patients and visitors. Our volunteers aim to fulfill the physical and emotional needs of every individual placed in their care and at all times.



Wi-Fi

Free Wi-Fi is available to all patients and visitors. You can access complimentary Wi-Fi anywhere in the hospital and always stay connected.

Pharmacy and medications

Medications are supplied by the Mater Pharmacy located in the foyer of Mater Private Hospital Rockhampton. They will dispense new medications prescribed to you during your stay, and ensure you are supplied with the required medications on discharge. Charges for medications dispensed during your admission and on discharge that are not covered by your health fund will be billed to you and are payable on discharge from the hospital.

To ensure your medications are managed safely while in hospital, a pharmacist may review medications that you have been taking at home. Please ensure that you have all your medications with you in their original containers and any current prescriptions. Or, if you take many regular medications, please request a medication list from your local pharmacy and bring this too.

During your stay your specialist doctor may ask you to stop taking your regular medications or prescribe additional medication as part of your treatment plan. For this reason, medications that have been put into a dosette box or Webster pack cannot be used while you are in hospital. New supplies are required to ensure your safety.

Radiology

I-MED Radiology provides inpatient radiology services. Charges for radiology or imaging services performed during your hospital admission will be billed separately.

Pathology

Pathology services are supplied by multiple providers who attend each hospital (i.e. QML, Sullivan & Nicolaides). Your doctor will let you know of their preferred provider for you to use. Charges for pathology will be billed separately by the individual provider.

Smoking

This hospital is a smoke-free campus. From 1 January 2015 it is against the law to smoke at any public and private health facility and five meters beyond their boundaries.

Visiting hours

Your family and friends have an important role in your care. Visiting hours for Mater Private Hospital Rockhampton are **10 am to 8 pm, seven days a week**

Rest period for all patients is encouraged between 1.30 pm to 3.30 pm daily.



Making a contribution



As a not-for-profit provider of health, education and research, Mater relies on support to help meet the unmet healthcare needs of the community.

You can support Mater through Mater Foundation by giving a donation, buying a lottery ticket, or joining in one of our many community events. For more information about our fundraising programs, please contact Mater Foundation on **07 3163 8000** or visit **materfoundation.org.au**

Let us know

Voicing a concern

We value your feedback about your hospital stay and invite you to provide feedback, suggest a service improvement or voice any concerns. We are committed to continuously improving the care and quality of the service we provide and encourage you to let us know how we can improve our service.

To provide feedback, you are able to speak to the Nurse Unit Manager or the After Hours Manager on **07 4931 3152**. You may wish to contact Mater Private Hospital Rockhampton on **feedback.rockhampton@mater.org.au**

If you would prefer to leave anonymous feedback about your recent stay, please scan the QR code and fill in the required fields. If you would like a team member to follow up with you, please leave your name and contact details in 'additional comments'.



Alternatively, you are able to refer your complaints to the Office of the Health Ombudsman on **13 36 46** or **oho.qld.gov.au**. The Office of the Health Ombudsman is available as an independent body to deal with your concerns about the healthcare you have received.

Privacy policy

We are committed to ensuring your personal information is professionally managed in accordance with the Privacy Act at all times. Further information about Mater's privacy policy can be viewed on our website at **mater.org.au**

If you would like access to your hospital medical records, please email **info.rockhampton@mater.org.au**

Security

While every effort is made to ensure you have a safe and comfortable stay at Mater we cannot be held responsible for the loss or theft of any personal items. It is recommended that you leave any valuable items including jewellery or large amounts of cash at home. For your convenience, all patient care rooms are equipped with a secure drawer.



Account information



Your Mater Private Hospital Rockhampton account may include:

- Your accommodation fee
- Operating theatre fees
- Prostheses and surgical extras
- Pharmacy costs.

Hospital charges may vary depending on your treatment, length of stay, prostheses provided, accommodation type (e.g. ICU, CCU, Day Unit, etc.), and type of private health insurance you hold.

Hospital charges do not include medical provider costs, such as your specialist doctor, anaesthetist, pathology, some allied health services, discharge medication and some x-ray services.

All known out-of-pocket hospital charges, not covered by private health insurers, are payable to the hospital prior to, or on admission.

For your convenience an account estimate will be discussed with you before or at your admission, indicating potential out-of-pocket expenses for hospital charges. It is important to note this is an estimate only.

Private health insurance

If you have private health insurance please speak to your health fund before your admission to hospital to ensure you understand your level of cover. Important questions to ask include:

- Am I covered for the procedure at Mater Private Hospital Rockhampton?
- What level of cover do I have?
- Do I have to contribute to the hospital costs (e.g. is there an excess or co-payment payable?)
- Have I served all waiting periods for my health fund?

Department of Veterans' Affairs (DVA)

If you are a DVA Gold Card holder no prior approval is necessary; however, if you are a White Card holder Mater Health will seek approval from DVA prior to your admission to hospital.

Defence Health

If you are covered by the Australian Defence Force's healthcare we will require your defence approval and EP identification number prior to admission.

Self-insured

If you are self-insured, paying the full hospital account yourself, you will need to contact Mater Private Hospital Rockhampton to obtain an estimate before your admission. Self-insured patients are required to pay for all estimated hospital costs prior to your admission.

To assist us in providing an accurate estimate, you will need to provide as much information as possible about your stay. This would include; the CMBS (procedure) numbers for your proposed theatre procedure/s, prostheses items to be used (such as screws or mesh) and proposed length of stay. Your treating doctor can assist with this information.

Estimates provided are based on the information available at the time and are subject to change. If any aspect of your stay changes due to medical necessity, for example, your doctor performs a different or modified procedure, the doctor uses additional or different prostheses or the length and type of accommodation changes, this will affect the cost.

Mission

We serve together to bring
God's mercy to our communities
through compassionate,
transforming, healing ministries.

Values

We honour and promote the dignity
of human life and of all creation.

We act with compassion and integrity.

We strive for excellence.

Mater Private Hospital Rockhampton



Ward Street
Rockhampton QLD 4700



07 4931 3313



07 4931 3477



materrockhampton@mater.org.au

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