

medibank

Assisting me during my hospital stay

The Medibank Hospital Liaison Service



At Medibank, your health is important to us.

That's why we provide the Medibank Hospital Liaison Service – a free service to members that makes your hospital stay as stress-free as possible and assists you with your health cover during your stay. When you're in hospital getting better should be your only concern.

About the Medibank Hospital Liaison Service

The Medibank Hospital Liaison Service is available to Medibank members during a hospital stay at selected Members' Choice hospitals.

As part of this service, an experienced Medibank Hospital Liaison Representative can help you get the most out of your cover during your stay. They can answer questions you have about your hospital cover, such as:

- entitlements as a private patient
- medical benefits covered
- Medibank Private's GapCover scheme for specialists
- claiming procedures
- restricted or excluded services (where applicable)
- waiting periods
- out-of-pocket expenses.

If you're expecting a baby

The Medibank Hospital Liaison Representative can assist you with any queries you may have about providing cover for your new baby.

The Medibank Hospital Liaison Service is a free service that gives you:

- assistance with your health cover during your stay
- answers to any questions you have about your cover
- help with any forms or documentation.



Access to your Medibank Hospital Liaison Representative

Your Medibank Hospital Liaison Representative can assist you in person or by phone. They are generally available Monday to Friday from 8.00am - 4.30pm. You can make an appointment to meet them in hospital. The Medibank Hospital Liaison Service is available at selected Members' Choice hospitals.

Getting more from your membership

To get the most out of your Medibank membership, our representative can provide you with information on the following:

- **Health cover review**

It's important to make sure you have the right level of cover to suit your current needs and lifestyle. If you need more information regarding a health cover review just ask the Medibank Hospital Liaison Representative.

- **Online Member Services**

Make life easier by managing your membership online. You can make secure payments, a range of claims and update your contact details 24/7. To register, go to medibank.com.au and log on to Online Member Services.

- **Health Hub**

As a member, you have access to Health Hub – your one-stop online resource for tools, programs, videos and information to help you plan a healthy lifestyle.



Confidentiality

All information provided as part of your communication with your Medibank Hospital Liaison Representative remains secure and confidential. We comply with the Privacy Act 1998 (Cth) and the privacy policies of Medibank and the participating hospital. You can view a copy of Medibank's Privacy Policy at any Medibank store, online at medibank.com.au or ask the Medibank Hospital Liaison Representative for a copy.

Please note

Our representative is unable to provide medical or other health care advice. Your doctor and other appropriate health care staff in the hospital will assist you with any queries you may have about your care.



For more information
medibank.com.au
call 132 331

visit a Medibank store
email ask_us@medibank.com.au

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