



mi health

**A new range of health support services.
So you can breathe easy.**

medibank
For Better Health

Medibank now gives you more. Introducing Mi Health.

At Medibank, we're about more than just health insurance, we provide health support too. In fact, we employ more than 1,500 health professionals who provide services to businesses and government, Australia wide. That's why we can now offer you better value services, introducing Mi Health.

Mi Health is a new range of health support services for our members with hospital cover,* that's changing health insurance forever.

With Mi Health you can conveniently access expert advice, care, information and support by:

- Calling a Medibank nurse 24 hours a day, 7 days a week on our Health Advice Line to answer any health question you or your family may have
- Receiving personal advice and support when you need to go to hospital for a night or longer, so you can focus on getting better
- Accessing a comprehensive online resource including tools, videos, coaching programs and information to help manage your health and lifestyle
- Using our health apps on your Smartphone to help you understand any symptoms you may have or to balance your food intake with exercise

As a member, Mi Health is all part of your hospital cover and available for you to use straight away. Because at Medibank, we believe your health cover should give you more.

*Mi Health is currently available for QLD and WA members with hospital cover. Not available with OSHC, Visitor's Health Insurance, and Working Visa Health Insurance covers.

**24/7
Health
Advice Line**

Medibank nurses who can answer any health question

**Smartphone
Health Apps**

To help you make healthier decisions on the go

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**Hospital
Support**

Personal advice and support during your hospital stay

**Health
Hub**

Your one-stop online resource for a healthy lifestyle

Mi Health's extra support helps you stay on top of all you and your family's health issues.





It's great to know health advice is only a phone call away, anytime

24/7 Health Advice Line

can answer any health question

giving you complete reassurance

Have you ever worried about a health problem faced by yourself or someone in your family? Or needed medical advice during the night or on a weekend, when doctors' surgeries are closed?

Medibank nurses are there to assist you and your family 24 hours a day, seven days a week with any health question. The 24/7 Health Advice Line offers you peace of mind and reassurance for all your day-to-day health questions. Our nurses can help you with any health issue from an attack of food poisoning to a question about your pregnancy, your child's health or an enquiry about medication or a diagnosed health condition.

Plus, if you ring us with a health problem that the nurse believes should be seen by a doctor promptly we'll offer to ring your regular GP and help you make an appointment.

In addition to finding answers about health, symptoms, diagnosed health conditions and treatment, you can even ring to ask for locations of health services in your area. Our nurses can help you find services like medical centres, dentists, mental health services, child health services, pharmacies and more.

The nurse you speak to will be able to quickly and easily assist you because as a member, they can reference your membership details. Plus if you've called before they will have access to your history as well. The service is designed to complement the care given by your general practitioners and other health professionals.

The advice and support you'll receive from our nurses will help you manage your health. So it's a relief to know that with Mi Health, advice and assistance will always be just a phone call away.

Members can access the 24/7 Health Advice Line by calling 1800 Mi Health (1800 644 325).

Not yet a member? Call Medibank on 132 331 to join.

Hospital Support

What do I need to take to hospital?
What's included in my cover?
What if I have a question when
I get home? How do I make a claim?

Going to hospital can be a stressful, so Mi Health is there to help smooth the way. Hospital Support is a growing service, to give you personal support before, during and after a hospital stay[#] in selected Members' Choice hospitals.

Your Hospital Liaison Representative will help you get the most out of your cover during your stay. They'll answer questions about your entitlements as a private patient, medical benefits covered, claiming procedures, out-of-pocket expenses and more. After all, when you're in hospital, getting better should be your only concern.

And if you're in hospital to have a baby, your Hospital Liaison Representative will help you with any questions you may have about providing cover for your new baby or adding them to your membership.

They may also give you information about Health Action Programs you can access at our online Health Hub, to help your recovery and future wellness.

Hospital Support is a growing service* that will soon include a personal call for most members before a hospital stay to answer any questions about your cover, as well as a call from a Medibank nurse when you return home from hospital to help you access resources and assist with managing the recovery process.

It's another way we're there when you need us the most.

Members can find out more about Hospital Support by calling 132 331.

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*With our support and
advice you can focus on
getting better.*

a little
less stress

so you can focus
on getting better
sooner

[#]Hospital Support is available for overnight stays in participating Members' Choice Hospitals. Hospital Support is not available in all areas.
^{*}Before and after hospital calls are an evolving service, so may not be available in your area initially. Contact us for details.

How healthy am I? What's my risk of heart disease or diabetes? How can I manage my stress? What does my diagnosis mean? Where can I find reliable information?

Now, you can rely on the Health Hub, as your online one-stop resource for tools, programs, videos and information to help you plan a healthy lifestyle. It's knowledge the whole family can use too, and we're always adding new information.

Want a snapshot of your health? Start with the Wellness Record, an easy assessment to give you a health age, personalised goals and program recommendations. You'll also enjoy access to:

- Health Conditions Explained: like to know more about an upcoming medical procedure or a medical condition? Informative videos can help you make informed health care choices
- Health Action Programs: coaching and health support programs to help you manage your health online, ranging from weight loss and managing stress to diabetes and mental health
- Risk Assessment Tools: want to know your risk of developing type 2 Diabetes or heart disease? The Health Hub's tools can calculate your health age, your risk factors and set personalised health goals
- Health Resources: an extensive library of articles, exercises, healthy recipes, newsletters and more
- Meal Planner: generate a 7-day personalised meal plan to meet your goals and dietary requirements.

Best of all, you can trust the information and resources on the Health Hub, because it's overseen and maintained by doctors.

Health Hub

information, advice
and coaching

for a healthy
lifestyle

Now it's simple and easy to find health information you can trust online.

Members can access the Health Hub by logging onto Online Members Services at medibank.com.au/Member-Services.

Not yet a member? Call Medibank on 132 331.

Smartphone Health Apps

information and advice

to help you make healthier decisions on the go

With health information on your phone you can make more informed choices no matter where you are.



My child has a rash on their arm, what should I do?
I've got a very sore throat, should I go to the doctor?
Should I have that extra serve of pasta or slice of cake?

There are times when easily accessible information can help you decide what to do about a symptom or maintain a healthy weight by balancing what you eat with your activities.

Our Smartphone Health Apps, Symptom Checker and Energy Balancer, can help you do both on the go.

Symptom Checker

Symptom Checker is easy to use, it can help you identify symptoms and decide what to do about them. From providing treatment options for minor injuries and illnesses to recommending you seek help or professional treatment, Symptom Checker gives you the information you need. It's useful for your own health and reassuring if you're looking after children.

Energy Balancer

Energy Balancer can help you balance your diet with the energy your body needs.

With Energy Balancer you can see how long you'd need to spend doing different activities to balance the wide range of foods you may be eating. Activities include everything from exercise to things you might do every day, like watching TV or taking a walk - it's quick and easy to use too.

For example, did you know for someone weighing 75 kg:

- a sushi hand roll = 15 minutes of yoga or a 30 minute leisurely walk
- a meat pie = 57 minutes of social tennis or 101 minutes of gardening

Health Apps will be available in early 2012.

To find out more go to medibank.com.au/mihealth

Join Medibank today for better health.

To get more than just health insurance, choose Medibank and get Mi Health as part of your hospital cover.

To join, call us on 132 331 or visit
medibank.com.au/mihealth

Mi Health services are currently available to QLD and WA members with hospital cover.

The Mi Health services are provided by Medibank Private Limited and its related companies. If you use these services, these companies may share your personal (including sensitive) information and collect, use and disclose that information in accordance with Medibank Private's new Privacy Policy effective as of [26 September 2011]. Please read the new Privacy Policy at www.medibank.com.au or obtain a copy by visiting a Medibank store or telephoning 132 331.

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