

Need an interpreter?

The Queensland Health **Interpreter Service** provides assistance in more than 130 languages to clients in Queensland public hospitals. Interpreters work either on-site (face-to-face), via video conference or over the phone and are available 24 hours a day, seven days a week at no charge. Please contact our staff for assistance.



English Please point to your language, so we can arrange an interpreter.

Spanish Por favor, señale su idioma, para que podamos organizar un intérprete.

Arabic يرجى الإشارة إلى لغتك، حتى تتمكن من ترتيب مترجم

Vietnamese Hãy chỉ vào ngôn ngữ của bạn, vì vậy chúng tôi có thể sắp xếp một thông dịch viên.

German Bitte weisen Sie auf Ihre Sprache, damit wir einen Dolmetscher arrangieren können.

Korean 귀하의 언어를 지적하십시오, 그래서 우리는 통역사를 주선 할 수 있습니다.

Samoan Faamolemole faasino i lau gagana, ina ia mafai ona faatulaga se faamatalaupu.

Hindi कृपया अपनी भाषा को इंगित करें, इसलिए हम एक दुभाषिया की व्यवस्था कर सकते हैं

Italian Per favore indica la tua lingua, quindi possiamo organizzare un interprete.

Mandarin / Cantonese

請指出你的語言，所以我們可以安排一個口譯員

About us

At West Moreton Health, we pride ourselves on putting people at the centre of everything we do.

We provide health and wellbeing services to more than 300,000 people across the Somerset, Scenic Rim, Lockyer Valley and Ipswich communities.

Many of our community services are delivered through the Ipswich Health Plaza, Goodna Community Health, Gales Community Care Unit and closer to home. Our hospital network includes Ipswich Hospital and our four rural hospitals at Boonah, Gatton, Laidley and Esk.

Contact us

Address

Chelmsford Avenue, Ipswich, Qld 4305

Postal address

PO Box 73, Ipswich, Qld, 4305

Patient Accounts office

P: (07) 3810 1426

E: Front_reception_revenue@health.qld.gov.au

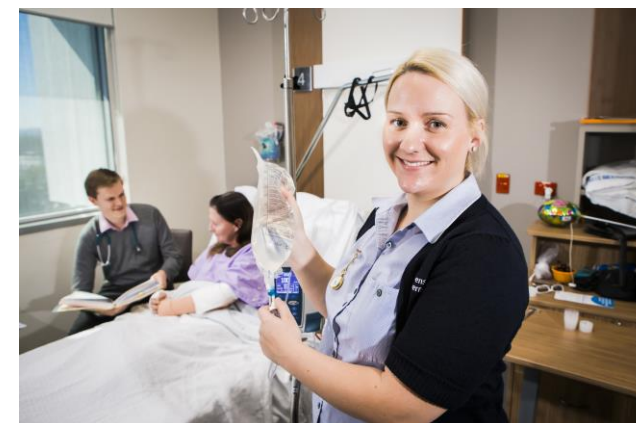
Patient options liaison officer

P: (07) 3810 1816

E: polo_ipswich@health.qld.gov.au

Long stay maintenance

Important information for patients, families and carers about fees and charges



Caring Better Together



Queensland Government



CONSUMER REVIEWED

Frequently asked questions

What is a long stay maintenance patient?

A long stay maintenance patient is a patient who:

- has been in one or more hospitals for more than 35 days
- no longer needs active hospital treatment (acute care)
- still requires a certain level of care
- may be awaiting:
 - placement elsewhere
 - home modifications for a safe discharge
 - home services to be arranged or begin.

How do I know if I am a long stay maintenance patient?

Your doctor will assess your treatment plan and requirements and decide if you are to be classified as a 'long stay maintenance' patient or remain on an 'acute care certificate'. An acute care certificate means that you still need active hospital treatment. If you no longer need active hospital treatment it means that you are a long stay maintenance patient. Your doctor will tell you if this happens.

What happens if I was in another hospital before I came here?

If you have been in any Australian hospital (public, private or both) for 35 days without being discharged during that time for seven or more days, you could be classified as a long stay maintenance patient.

Why am I still in hospital if I don't need active hospital treatment?

You may need to stay in hospital for several reasons. Some people need to wait until their home is modified to make sure they can go home safely. Some are waiting for home services to be arranged or commenced. Others are waiting to go to an aged care facility.

If you have any questions about why you are still in hospital, ask your doctor.

What happens if my condition changes?

If your health condition changes, your status may change back to being 'acute'.

You will not be charged any fees while you are classified as 'acute', even if you have stayed more than 35 days.

However, as soon as the 'acute' period ceases, you will again be classified as a long stay maintenance patient. Your doctor will let you know each time your classification changes.

Will private health insurance cover my expenses?

You may be able use your private health insurance to cover the cost of your long stay maintenance fees, depending on your level of cover.

Advise the ward receptionist that you would like to speak with the patient option liaison officer in order to make an informed choice.

Fees and charges

As a long stay maintenance patient, you are required to pay a daily contribution towards your hospital stay, under section G2 of the National Health Reform Agreement.

All medical, nursing and clinical services will continue to be provided free of charge and you will continue to receive the same care and attention. The fees only apply for the cost of maintenance services such as catering and hospital laundry. The rate of contribution is set nationally and you can find this information on the internet at the Queensland Health fees and charges register:

<https://www.health.qld.gov.au/directives/html/a#f>

Patient accounts

The Patient Accounts office is located on Level 6 of the Ipswich Hospital Ward Block, opposite the pharmacy.

Staff there are available to answer any questions you may have regarding fees.

Patient Accounts is open Monday to Friday from 7.30am to 4pm, or you can contact them by phone on 3810 1426.