

Submission
No 182

**INQUIRY INTO OPERATION AND MANAGEMENT OF
THE NORTHERN BEACHES HOSPITAL**

Name: Name suppressed

Date Received: 28 July 2019

Partially
Confidential

During January 2019 my husband presented to the NBH Emergency Department due to post operative complications. While I was in the Emergency Department waiting room a man entered with his wife who appeared very unwell and experiencing a lot of stomach pain. She was taken in to where she could lay down. A while later he reappeared at the admin window to give them her details. The receptionist behind the counter informed him that he would need to make a payment of \$500 for his wife to be seen by a doctor as he did not have a medicare card (he was on a type of visa). He informed the receptionist that even though he did not have a medicare care he had full access to the public health system due to his visa type. Both him and his wife had received treatment previously at Manly Hospital including an operation. The receptionist informed him that NBH was a private hospital so he would have to pay \$500. He insisted he was a public patient and could not afford the \$500 fee. When we left they were in the process of getting his wife as they had told him he would need to drive her to Royal North Shore. It was my understanding as a local resident that all public patients would be treated at NBH however it was clear on this occasion that is not the case and a public patient in need of medical attention was turned away.