

Ambulance Policy Summary



Please read this policy summary carefully and retain. For more policy information, definitions and claiming requirements please refer to Westfund's Membership Terms & Conditions which can be downloaded at www.westfund.com.au/terms-conditions or by calling Westfund on 1300 937 838. Our Privacy Policy and Complaints Resolution Policy as well as information about the Code of Conduct and Commonwealth Ombudsman are also included in our Membership Terms & Conditions.

Extended* and Disability Dependant^ cover options available

* Dependants up to 31 stay covered if unmarried or not in a bona fide domestic relationship.

^ A dependant with a disability is a person who is over the age of 31 and participates in the National Disability Insurance Scheme (NDIS) and holds an active NDIS plan.

Service	Waiting Period	Item Limit	Annual Group Limit	Additional Information
Emergency Ambulance Transport	1 day	100%	No annual limit	Benefit eligible for Westfund recognised ambulance service providers in Australia. Westfund covers the cost of transport by either covering the cost of state government levies or covering the ambulance account.
Non-Emergency Patient Transport	2 months	100%	\$5,000 per member	Ambulance services not available under this policy: - Inter-hospital transfers between public hospitals - Member requested ambulance transport e.g. to be closer to home/family.

Emergency Ambulance Transport

Emergency Ambulance transport is ambulance transportation of an unplanned and non-routine nature for the purpose of providing immediate medical attention to a person in the opinion of the treating medical officer. An ambulance service where subsequent transport to a hospital is not required is covered under non-emergency patient transport.

Non-Emergency Patient Transport

Non-emergency patient transport is ambulance transportation including on the spot treatment where a time critical ambulance response is not essential however clinical monitoring is required for the purpose of providing medical attention to a person in the opinion of the treating medical officer.

Services available under Non-Emergency Patient Transport may include:

- Ambulance service fees where subsequent transport is not required.
- Inter-Hospital transfers (except Public Hospital to Public Hospital)
- Admissions to Hospital from home

Ambulance providers

Current Westfund recognised Ambulance providers include:

- NSW Ambulance
- NSW Government Local Service Provider
- Ambulance Victoria
- Queensland Ambulance Service
- ACT Ambulance Service
- SA Ambulance Service
- Ambulance Tasmania
- St John Ambulance NT
- St John Ambulance WA
- St John Ambulance Norfolk Island

Need to get in touch? We're only a click or call away.



Call us 1300 937 838
Monday – Friday
8am – 5pm (AEST)



Connect online
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westfund.com.au



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