

Maternity Bookings & Service

Frequently Asked Questions (FAQs)

Thank you for choosing North Shore Private Hospital (NSPH), we look forward to caring for you and welcoming your new baby to the world!

We hope that the following FAQ's will provide you with some information our patients often ask. If you have other questions one of our customer service team representatives will be happy to help you!

What happens now?

Our Customer Relations Coordinator will be in contact via email around **20 weeks gestation** to advise you on the services available and who will be your point of contact throughout your pregnancy.

Who do I call when I go into labour?

Our midwifery team are here to help you 24/7 on 02 8425 3288. They will advise you of the next action to take and guide you through the process.

How much money do I owe and when do I pay?

Payment to the hospital for theatre time, accommodation, pharmacy cost and other possible fees are dependent on a patient's level of cover with a health fund (or whether they are self-funding their stay and costs). Health fund checks will be processed for patients who have supplied their details and if we find any issue regarding your level of cover, we will contact you immediately with details and advice.

During your stay at North Shore Private Hospital if you have private health insurance, most, if not all of your hospital charges would be covered. However, please check with your health fund to confirm your coverage. Normally you will be charged by the hospital for birthing suite, and/or operating theatre fees, accommodation, and partner meals (partner meals not covered by health funds). The obstetrician and paediatrician's fees are calculated on the Australian Medical Association guidelines and are negotiated between you and your doctors directly.

Doctors' fees, allied health and diagnostic services are billed separately by the provider. These are not normally covered by your health fund. You may receive separate accounts for:

- Pharmacy (discharge medications)
- Physiotherapy
- Pathology
- Radiology
- Assistant surgeon
- Paediatrician
- Anaesthetist
- Other consultants

Can I call and pay over the phone?

Yes, our reception team can assist you with this. Please phone us on 02 8425 3000. We accept Master Card, VISA, and EFTPOS. For large amounts above a patient's card limit a BPAY option can be arranged. PLEASE NOTE: We do not accept personal cheques.

What do I do if I have changed my married name/maiden name/phone number/address/health fund/GP since my original booking?

To avoid confusion with your booking and medical record please advise us as soon as possible on 02 8425 3950 if you have changed any key details that were supplied with your original booking. Our Booking Officers will update the system immediately for you.

Can my partner stay in the hospital with me?

Our postnatal rooms have double beds so your partner can stay with you in hospital. Partner meals are available at an extra cost. We have a Parenting package and a Deluxe Parenting Package (larger room) which you can purchase which includes partner meals and lots of extra goodies too.

Can my partner stay in my room if I have a Caesarean?

If you have a caesarean section, you will be placed in a single room so that we can provide you with the best possible care following your surgery. The length of time you will remain in the single room is influenced by several factors. Unfortunately, it is unlikely your support person will be able to stay overnight with you in the single room. Once it is safe to move you, we will do so to a double room, parenting or deluxe suite. This is dependent on room availability and our Customer Relationship Officer will discuss these options with you.

Can I pre-book the Deluxe Parenting Suite?

Unfortunately due to the unpredictable nature of delivery dates we cannot book these in advance.

What are the visiting hours?

Visiting hours are 2-4pm and 6-8pm.

Partners are welcome at any time during the day and overnight.

Due to Covid restrictions on visitors may occur, it is worth checking our website for the latest visitors policy.



Do I need to book in for antenatal classes?

Yes. We have classes for first time parents and also offer refresher classes. The classes offered are listed on our website. Please book as soon as possible to ensure a place at your preferred class.

What do I do if I find out I'm having twins/triplets?

Please contact our Antenatal class coordinator on 8425 3000 **as soon as possible** if you are expecting multiple births. We have a range of classes and information especially for you so let us know early to avoid disappointment.

How many nights do I stay at the hospital?

We estimate a 4 night stay in hospital if you have a vaginal birth and a 5 night stay if you have a caesarean section. Your doctor will advise you if they feel it necessary to extend your stay. Self-funded patients will be refunded for any fees for accommodation they do not utilise once the bill has been finalised. If you wish to discharge earlier than this please discuss this with the midwife caring for you and your doctor.

How many people can go to the theatre with me?

For infection control and safety reasons only one partner or support person is allowed into theatre for a delivery.

Can my partner order a meal?

Yes, visitor meals can be ordered and paid for at the main front desk on ground floor reception.

If my obstetrician isn't available on the day I go into labour, what will happen?

We have obstetricians, paediatricians and anaesthetists on call 24/7 all year round and they will provide you with the highest level of care. If your doctor is unavailable on the day you come in to have your baby they will have organised for a colleague to cover their absence; please discuss this with your doctor at one of your antenatal visits.

What is an antenatal card?

Your antenatal card will be given to you at your first appointment with your Obstetrician. It is a record of your health history and this pregnancy. Please carry it with you at all times and present it on admission to the Birthing Suite.

What do we do with the car on arrival? Can we leave it outside?

We have a 'drop-off' zone at the front door of reception at the Westbourne Street entrance so your partner can help you into our foyer; however this is a 5 minute zone only. Cars must be parked legally for the duration of your stay. North Shore Private Hospital cannot take responsibility for any fines incurred for cars parked illegally.

Valet Parking

Valet parking is available, at a fee, between 8.00am and 4.00pm, Monday to Friday.

Multi-Storey Car Park

Parking for North Shore Private Hospital is available in the Wilsons multi-storey car park. Parking fees are displayed at all entrances to the car park. Tickets are to be paid at the ticket machine located on the ground floor of the multi-storey car park prior to exiting.

The Wilsons car park has a weekly parking ticket option which may be the best value for your partner visiting daily.

What happens after I am discharged from the hospital?

Once you are discharged from North Shore Private Hospital there are a number of appointments to attend. The main appointments to note are the 6 week check up with your obstetrician and your paediatrician. Details for your paediatrician and any other appointment that needs to be made will be advised during your hospital admission.

Can I get advice on breastfeeding or parenting at North Shore Private Hospital?

During your stay, our experienced midwives will guide you through breastfeeding. Should you require extra support after your discharge we would encourage you to book a private appointment at our outpatient clinic 'Helping Hands' for any breastfeeding and parenting concerns and advice.