

Outpatient clinic appointments: Patient information and responsibilities

This fact sheet has been developed to help you prepare for your outpatient appointment and to make you aware of your responsibilities in managing your appointment.

Your appointment time

You will have received a letter from the outpatient department detailing your appointment time and date. If you need to reschedule your appointment please be aware that due to high demand there may be a delay in re-scheduling for the next available appointment.

Preparing for your appointment

To ensure your appointment runs smoothly and with as little delay as possible, please ensure you bring the following items with you (where applicable):

- > Any x-rays you have that are relevant to your problem;
- > Any test results you may have relevant to your problem;
- > Any forms sent for you to complete prior to your appointment;
- > Any other relevant paperwork such as Advance Care Directive, Anticipatory Directives, Enduring Power of Guardianship, Medical Power of Attorney, Guardianship Board Order, Statement of Choices, Facility Form or Good Palliative Care Plan / Order, Ulysses Agreement.

If you have been specifically requested to have certain tests undertaken, please ensure these have been completed prior to your scheduled appointment date/time. On the day of your appointment, please go to the appropriate Outpatients Department reception area, as indicated in your appointment letter.

Attending your appointment

Arrive early

Please arrive at the outpatients department 15 minutes prior to your appointment. Hospital staff strive to see patients within reasonable timeframes, however please be aware that in a busy hospital environment circumstances may arise that cause delays.

Be mindful

Due to the equipment used in the outpatient department it is recommended patients attending with children supervise them at all times. It is also recommended that patients limit how many support people attend their appointment with them, due to limited space in consulting rooms and waiting areas.

Be prepared

In the event of a delay in your scheduled appointment time, we recommended you bring food and water and any required medications with you (particularly if you have dietary restrictions), in order to reduce the impact of the delay. There are some retail food services on site if preferred.



Please be aware - appointments are a valuable resource with many people waiting to access our services. If you no longer need your appointment or if you are unable to attend your appointment, please let us know with as much notice as possible so the appointment can be used by someone else.

For appointment cancellations / rescheduling please call: 1300 153 853

Failure to attend a scheduled appointment:

Depending on the urgency of your condition and the reason for non-attendance (and any previous failure to attend) your appointment may be rescheduled – but possibly for a much later date and time.

You may be discharged from the service you were referred to. This means you no longer have an appointment and your referring GP will be informed of your non-attendance. It is your responsibility to advise the outpatients department with reasonable notice if you are not able to attend your appointment.

In cases of genuine hardship, misunderstandings and unavoidable circumstances, we will try to be as accommodating as possible.

The effects of non-attendance and short notice cancellation:

- > Longer waiting lists – another patient could have used your appointment
- > A loss in productive time for visiting medical specialists and nursing staff who also have responsibilities to other departments in the hospital.
- > Potentially your health outcomes.

General information

Medical staff - Both the Royal Adelaide Hospital and The Queen Elizabeth Hospital are public teaching hospitals. Therefore, although your appointment will be booked for a particular consultant clinic, you may be seen by a junior member of their medical team under the supervision of the consultant.

Car parking - Please give yourself adequate time to find a car park. More information regarding car parking fees at metropolitan hospitals can be found on the [SA Health website](#). For parking at the Royal Adelaide Hospital, visit the [RAH website](#). If a wheelchair is needed upon arrival, this can be arranged through the Volunteers Area, near the hospital main entrance (level 3).

Outpatients Central Adelaide Local Health Network
Royal Adelaide Hospital: (08) 7074 0000
Port Road, Adelaide
The Queen Elizabeth Hospital: (08) 8222 6000
Woodville Road, Woodville South
www.sahealth.sa.gov.au



www.ausgoal.gov.au/creative-commons



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