

# Outpatient Clinic Appointments - Patient Information and Responsibilities

This fact sheet has been developed to help you understand your responsibilities in managing your outpatient care and to help you prepare for your appointment.

## Attending your appointment

Please arrive at the Outpatients Department or GP Plus site 15 minutes prior to your designated appointment time. Our staff always strive to see patients within reasonable timeframes, however please be aware that in a busy hospital environment, circumstances may arise that cause delays.

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

## Designated appointment times

- > Your letter contains details of your pre-booked appointment time and date.
- > Clinic appointments are limited. If you are unable to attend your designated appointment, please contact the Outpatients Department or GP Plus clinic indicated on your appointment letter to reschedule.
- > Staff will try to reschedule your appointment for a more convenient time, but please be aware that due to high demand, your appointment may be delayed further.

## Appointment bookings

- > If you have been phoned to make an appointment, or if your letter states that you have an appointment using the 'patient-focused booking' appointment system, you have agreed to attend a mutually agreeable appointment date and time.
- > As with designated appointment times, these clinics have limited appointments available and a prompt response from you enabled your appointment to be made. If you are unable to attend please contact the appropriate Outpatients Department or GP Plus site as indicated on your appointment letter, keeping in mind that booking another appointment may be delayed due to the high demand of some specialties.

## Failure to attend your appointment

If you do not attend your scheduled appointment:

- > your appointment may be rescheduled – but most likely for a much later date and time,
- or**
- > your appointment may be cancelled. If this is the case, you will be required to provide us with a new referral letter from your GP and you will be placed at the end of the booking queue
  - > you and your referring GP will be informed of your non-attendance.



It is your responsibility to advise the Outpatients Department or GP Plus clinic if you are unable to attend your appointment, with reasonable notice. In cases of genuine hardship, misunderstandings and unavoidable circumstances, we will try to be as accommodating as possible.

Please be conscientious about attending your appointment on time or advising us if you are unable to attend. Non-attendance affects our department by:

- > contributing to long waiting lists – another patient could have used your appointment time
- > causing a loss in productive time for visiting medical specialists and nursing staff, who also have responsibilities to other departments in the hospitals and GP Plus clinics.

### 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):

- > x-rays you have that are relevant to your problem
- > any test results you may have relevant to your problem
- > forms sent for you to complete prior to your appointment
- > any Advance Care Directive, Anticipatory Directives, Enduring Power of Guardianship, Medical Power of Attorney, Guardianship Board Order (Adult), Guardianship of the Minister (Minor), 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 or GP Plus reception area, as described in your appointment letter.

### General information

**Medical staff** - Both the Lyell McEwin and Modbury hospitals 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.

**Transport** - For the convenience of patients and their families, Northern Area Local Health Network provides a free shuttle bus between the Lyell McEwin Hospital, Modbury Hospital and GP Plus Elizabeth from Monday to Friday during business hours. Bookings are not required, and timetables are available by calling one of the numbers provided below.

**Car parking** - Please give yourself adequate time to find a car park as spaces are limited. Hourly fees may be payable for on-site car parking. If applicable, you can pay for your parking at the pay stations located near the entrance to the car parking areas.

*The information in this handout is intended to support discussions with your doctor or health care professional, not replace it. The author accepts no responsibility for any inaccuracies, information perceived as misleading, or the success of any treatment regime detailed.*



Endorsed by NALHN Consumer Advisory Council November 2014

### For more information

**Lyell McEwin Hospital**  
Haydown Rd  
Elizabeth Vale 5112  
(08) 8182 9000

**Modbury Hospital**  
41-69 Smart Rd  
Modbury 5092  
(08) 8161 2000

**GP Plus Elizabeth**  
16 Playford Blvd  
Elizabeth 5112  
(08) 7485 4000

**GP Plus Super Clinic Modbury**  
77 Smart Rd  
Modbury 5092  
(08) 7425 8700