

Specialist Outpatient Service

Fact Sheet for Patients

Location

Level 1 Dr James Mayne Building (East Block). Use main entrance off Butterfield Street.

Hours of Operation

Monday to Friday 7:30am to 5:30pm, Closed Public Holidays

Appointment Enquires

Phone: (07) 3636 4444

Facsimile: (07) 3636 7212

E-Mail: rbwh-sos@health.qld.gov.au

Check In Registration

Report at the reception area to check-in for your clinic and confirm contact details otherwise clinic staff will not know that you have arrived.

What to Bring

- Medicare Card
- Test Results
- List of Current Medications
- Health Care Card
- DVA Card
- X-Rays, CT Scans
- Ultrasounds

Seating

Seating is available close to your allocated clinic. You will be directed to sit in a particular area. Seating is limited so if you have company, a courtyard area is available which is situated just outside the department.

Arrival Time

Appointment times are individualised therefore arriving well in advance does not ensure you will be seen earlier. Please arrive at least 20 minutes prior to your appointment time. This will give you time to check-in at the reception area.

Appointment Times

Various clinics run at the same time. Different clinics take different times to review patients therefore some patients may be called ahead of you. We try and ensure that clinics run on time. There may be some unavoidable delays if doctors are detained in other areas.

Re-booking

At the end of the consultation the doctor will advise you if you need to return for another visit. They will give you a card to present to the reception area so another appointment can be booked.

Pharmacy

There is a hospital and a private pharmacy located on the same level as the department if you require a prescription to be filled. You are welcomed to use your own community pharmacy however some medications may not be on the Pharmaceutical Benefits Scheme therefore you may have to pay extra for these.

Parking

Private vehicles are able to use the set down / pick-up Zones at the main entrance. On-site parking facilities are available through the multi-storey parking stations located on Butterfield Street and Herston Road. Hourly and daily rates apply.

Transport Options

A Transport Options brochure has been developed to assist you with all transport needs. More detailed information regarding public transport can be obtained by contacting TRANSINFO on 13 12 30.

Queensland Ambulance Service (QAS)

If you require an ambulance to transport you to and from your appointment you will need to ask your local doctor to complete a Medically Authorised Ambulance Transport Form. QAS needs to be booked at least 1 week before your appointment.

Veterans Affairs Transport

If you qualify for transport from Veterans, bookings for transport can be arranged by phoning: 1300 550 455

Things to Remember

- Please confirm your appointment.
- Please let the staff know if you have to catch transport at a particular time.