Self check-in kiosks
Sunshine Coast University Hospital

New patient check-in facilities are available at Sunshine Coast University Hospital.

This digital technology will improve your patient experience and transform the way in which services are delivered. When you come for your outpatient appointment at the new hospital you will now be able to use our new self check-in facility.

Remember to bring your appointment letter and Medicare card.
What you need to know.

• You can check-in using any of the ten check-in kiosks located throughout the new facility.

• Don’t worry if it’s your first time using a check-in kiosk as we will have volunteers on hand to assist you if needed.

• Your appointment letter now has a barcode on it, similar to the barcodes you find on food packaging.

• Bring along your appointment letter to scan the barcode at the check-in kiosk. If you don’t have your letter, simply swipe your Medicare card.

• For each visit - You can provide a phone contact number for the day to receive SMS reminders.

  This allows you to go for a coffee and relax in the hospital grounds, you will receive a reminder when your appointment time is approaching.

  You can then return to the waiting area for your appointment.

• This will also allow our staff to send a message via SMS manually if clinics are running late.

• When you successfully check into the kiosk it will print a ticket with your appointment location and times and a number for the day. When you are in the waiting rooms you will see and hear your ticket number displayed when the clinician or doctor is ready to see you. Don’t worry if you lose your ticket, just report to one of the outpatient reception desks and they will be able to print a new one.

For more information please visit our website https://www.health.qld.gov.au/scuhospital or talk to a member of your current health care team.