Your GP will:
- work with you to find the most appropriate treatment option for you
- write a letter of referral to the Ambulatory Care Centre
- look after your everyday healthcare requirements
- care for you if your condition changes before your outpatient appointment.

How long until I get an appointment?
- This varies because the hospital waiting list ensures patients with most urgent conditions are seen first.
- Certain tests may be needed before you attend the service. Your GP will arrange these for you.

For those who have special needs:
- Please notify the clinic when you confirm your appointment so we can arrange help for you, particularly if a translator is required.
- If you have special needs on the day of your appointment please tell the staff when you get to the clinic.
- If you need help with transport or financial assistance for transport, please speak with your GP.

On the day of your appointment:
- Arrive 15 minutes before your appointment to complete paperwork.
- Allow up to three hours for your appointment. We try to see everyone on time but delays can occur as:
  - You may need additional tests/dressings or other care.
  - Doctors can be called away for emergencies.
  - You may need to be seen by a number of staff.
- If you leave the waiting area, tell the staff and leave your phone number.

Who will I see?
- You will be allocated to a team and may be reviewed by different doctors within the team. You will not always be seen by a consultant, but the consultant always talks with the team to coordinate your ongoing specialist care.
- This is a training hospital. If you do not want a student present at your appointment, please tell the clinic staff. This will not affect your care.

Parking
For more information about parking at the different hospitals or to view maps, please visit the hospital website:

Phone 5202 2222

Notes:

This patient information brochure supports a number of the National Safety and Quality Health Service Standards (NSQHS) including:

- **Standard 2** Partnering with Consumers
- **Standard 11** Service Delivery
- **Standard 12** Provision of Care

The Sunshine Coast Hospital and Health Service provides access to medical, obstetric, surgical assessment and care by specialist doctors and nurses. We also provide diagnostic testing and Allied Health services such as physiotherapy.
How do I get an appointment?

1. Visit your GP to get:
   • a referral letter
   • a summary of your medical/surgical history, including any tests or results.

2. Ambulatory Care Centre will:
   - read your referral letter
   - assign an appointment based on the urgency of your condition.
   - The urgency of your condition will determine how long you will wait.
   - Patients categorised as urgent will be advised quickly of this category.
   - All other patients will receive a letter advising of the category the treating doctor has given them.
   - You may receive an allied health appointment for additional assessment.

3. Preparing for your appointment:
   - Please call to confirm your appointment within 14 days to ensure your time is not given to someone else. Advise if you have special needs.
   - Please read your letter carefully.
   - Bring everything the letter asks you for.
   - Note which facility the appointment is at: Nambour, Caloundra, Gympie or Sunshine Coast University Hospital.

   If you cannot attend or miss your appointment:
   • Contact the clinic as soon as possible for rescheduling.
   • If you miss your appointment twice without advising the clinic, you may need to get a new referral from your GP to get a new appointment.
   • If you change your address or phone number, contact the clinic as soon as possible in case we need to discuss your appointment.

4. Travelling to your appointment:
   • Allow plenty of time for parking and walking from your vehicle or have a friend drop you to the clinic.
   • You may need to pay for parking at some hospitals.

5. Attending your appointment:
   • Arrive 15 minutes before your appointment time to complete the necessary forms.
   • Advise staff if you have special needs.
   • Please bring:
     - your appointment letter
     - your glasses/hearing aids
     - list of current medication
     - medicare/pension concession cards
     - everything the letter asks you for
     - relevant X-rays/scans
     - a support person if you wish
     - questions you want to ask the doctor.

During the appointment:
• You will be advised of planned ongoing care.
• If you require surgery you will be advised of the process.

If your health condition gets worse while you are waiting, go back to your GP and discuss your condition.

GP sends referral letter and all information to the Ambulatory Care Centre.

The clinic will notify you of the details of your appointment.

Please contact the clinic if you no longer want an appointment.

If you cannot attend or miss your appointment:
• Contact the clinic as soon as possible for rescheduling.
• If you miss your appointment twice without advising the clinic, you may need to get a new referral from your GP to get a new appointment.
• If you change your address or phone number, contact the clinic as soon as possible in case we need to discuss your appointment.

Preparing for your appointment:
• Please call to confirm your appointment within 14 days to ensure your time is not given to someone else. Advise if you have special needs.
• Please read your letter carefully.
• Bring everything the letter asks you for.
• Note which facility the appointment is at: Nambour, Caloundra, Gympie or Sunshine Coast University Hospital.

Attending your appointment:
• Arrive 15 minutes before your appointment time to complete the necessary forms.
• Advise staff if you have special needs.
• Please bring:
  - your appointment letter
  - your glasses/hearing aids
  - list of current medication
  - medicare/pension concession cards
  - everything the letter asks you for
  - relevant X-rays/scans
  - a support person if you wish
  - questions you want to ask the doctor.

During the appointment:
• You will be advised of planned ongoing care.
• If you require surgery you will be advised of the process.

If your health condition gets worse while you are waiting, go back to your GP and discuss your condition.