

Your Appointment Journey

Your appointment will be known as an **outpatient appointment** and you may be seen at Townsville University Hospital, one of our community facilities, by phone or via a virtual appointment

Townsville
Hospital
and Health
Service

Do you live more than 50km away and need to travel for your appointment?

Questions? Call or email the Townsville Patient Travel Team
(07) 4433 1115 | tsv-patient-travel@health.qld.gov.au



Scan the QR code to learn more about Patient Travel

1

Your doctor will send a referral to the hospital to request an appointment



2

The hospital will give you a category based on the care you need

The hospital will then contact you and your doctor by letter or text message

You may have to wait longer than expected for your appointment to be booked

If your health is getting worse, contact your doctor



Category 1

Plan to see you within 1 month

Category 2

Plan to see you within 3 months

Category 3

Plan to see you within 1 year

3

You will be contacted about your appointment by phone call, letter or text message



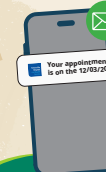
Your appointment may be in person, over the phone or via a virtual appointment



Scan the QR code to learn more about outpatient appointments

4

You will get a reminder about your appointment by phone call or text message



You can reschedule, cancel or confirm your appointment via this text message

5

You go to your appointment ✓

Arrive 15 minutes before your appointment time

Your appointment letter or text message will provide details on the location and time



Do you have a question about your appointment?

Call (07) 4433 1111



In an emergency call 000 or go to your nearest hospital emergency department