

What will I need to bring to my appointment?

Please make sure you bring:

- your appointment letter
- any test results, medical reports or scans
- a list of your medical reports or scans
- your Medicare, pension and other concession cards

Also ensure that you leave plenty of time to get to your appointment.

What if my appointment is postponed?

Occasionally it may be necessary for the clinic to postpone your outpatient appointment. Clinic staff will contact you if your appointment is postponed. If this happens, you will keep your position on the waiting list and your appointment will be rescheduled as soon as possible.

Can I be removed from the waiting list?

You may be removed from the waiting list if:

- the outpatient clinic staff are unable to contact you by telephone, letter, electronic means or through your GP
- you have declined the offer of a clinic appointment without a valid reason
- you do not attend a scheduled appointment and do not notify the outpatient clinic.

Who for I contact for more information?

For enquiries contact your outpatient clinic during business hours, 8.00am to 4.30pm.

You can also visit the Queensland Health Outpatient Services website:

www.health.qld.gov.au/outpatient

Medical Outpatient Services

First Floor, The Townsville Hospital
100 Angus Smith Drive,
Douglas, QLD 4810
Ph: (07) 4433 2500
Fax: (07) 4433 2501

Monday - Friday, 8.00am - 4.30pm

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www.health.qld.gov.au/townsville/default.asp



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Townsville
Hospital
and Health
Service



Outpatient Services Waiting List

A guide for patients and families of the
Townsville Hospital and Health Service



What is an outpatient clinic and why have I been referred to one?

An outpatient clinic is an area in a health facility (eg. a hospital), that patients are referred to so they can receive specialist medical or surgical services, without being admitted to hospital.

Why do I need to wait for an appointment?

You need an appointment to be seen at an outpatient clinic. Once your doctor (GP) has referred you, you will be put on a waiting list. It is important that patients with the most urgent needs are seen first. The length of time you wait will depend upon the urgency of your health condition and the availability of an appointment.

How does the outpatient waiting list work?

This is a register that contains all essential details about patients who have been assessed by their GP as needing an outpatient appointment. It contains information about patients from the time they are registered on the outpatient waiting list until their appointment has been allocated or their name removed from this waiting list.



When will I receive an appointment?

Your clinical categorisation will determine your waiting time for an appointment at the outpatient clinic. When the clinic staff make a date for your appointment, they will contact you by telephone, letter or electronic means to confirm.

When you are asked to confirm your acceptance of the appointment date, it is important that you reply as soon as possible. Not replying may lead to postponement or removal of your name from the waiting list.

What happens if my condition gets worse while I am waiting for appointment?

If you are worried that your condition is getting worse, you should return to your GP. If your GP has any concerns, they will contact the outpatient clinic on your behalf. They may also be able to recommend changes which could improve your health while you are waiting for your appointment.

Is there anything I need to do while waiting for an appointment?

The outpatient clinic staff may need to contact you while you are waiting for your appointment. It is very important that you:

- tell the clinic staff immediately if you change address, telephone number or email. This will enable the clinic staff to contact you. If the clinic staff are unable to contact you then you could be removed from the waiting list.
- tell the clinic staff if there are any periods when you are not available to attend an appointment
- tell the clinic staff if you have attended an appointment elsewhere, or if your appointment is no longer required
- attend scheduled appointments
- continue regular contact with your GP for your usual treatment.

