



Bentley Health Service Outpatient Clinic

My Outpatient appointment time and date is:

Located at:



This document can be made available in alternative formats on request.

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Acknowledgment August 2014 Version compiled by Andrew Smith, CN

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Endorsed by: Delivering what matters most (DWMM) committee & RPH Consumer Council August 2021

Reviewed by: RPBG Outpatient Reform committee, August 2021.

Welcome to Health Service (BHS) Outpatient Clinic

Please take the time to read this information before attending your outpatient appointment. If you have further questions on arrival, please ask the clinic clerk, your nurse, doctor or allied health professional.

BHS Outpatients is open for service 8am – 4pm, Monday to Friday.

What to bring:

- › your appointment letter or card
- › Medicare Card
- › healthcare card/pension card/safety net record
- › details of any medications you may be taking
- › copies of any private tests that have been undertaken regarding your illness, including x-rays.

Always keep your contact and General Practitioner (GP) details up to date by phoning the Outpatient Clinic on the number provided on your appointment letter.

To view your appointments, download the Manage My Care app for Android and Apple.



Scan QR code to
download our
appointment App



Appointments

While every effort is made to ensure that clinics run on time, delays in scheduled appointments are sometimes unavoidable. We understand that waiting times are difficult for many patients and endeavour to reduce waiting times as much as possible.

Clinics

Please do not be concerned if other patients appear to be seen before you. Several different clinics run from the one waiting room, meaning that patients that arrive after you may be seen first depending on clinic schedules.

Tests

Your General Practitioner (GP) may consider it necessary for tests to be conducted before or after your Outpatient Clinic appointment. This is important to ensure the doctor has all the relevant information to assess your condition.

If at any time you are required to complete any blood tests, these can be undertaken at any Pathwest or the BHS Pathwest, which is located in B Block.

Radiological request (X-rays, CT and MRI) may be given to you to undertake outside of the hospital at Perth Radiological Clinic (PRC). The BHS PRC is located in B Block for X-rays and CT scans. MRI is not available to the BHS PRC. It is important to ask the staff at the BHS PRC to upload those images to RPBG PACS to enable BHS Outpatient Clinic staff to view them.

Urgent problems

If your condition suddenly deteriorates before your next appointment, please visit your GP. If your GP is not available, consider trying another GP (either at the same practice or different) otherwise attend the nearest Emergency Department or Urgent Care Clinic.

Getting here – transport and parking

Public transport

The 201 bus service has a stop directly adjacent to Bentley Hospital, with services operating multiple times a day. Please visit the Transperth Journey Planner for Bus and Train routes www.transperth.wa.gov.au/Journey-Planner.

Parking

Parking is free at BHS. Please refer to the map on pages 8 and 9 for patient parking areas and ACROD parking bays.

Patient identification

It is important that we confirm your identification at all stages of your outpatient appointment. This ensures we have the correct patient, for the correct appointment and procedure. During your time in the clinic, you will be asked:

- your first and last name
- your date of birth
- your home address.

Please note: as a part of this process we may ask for your driver's license or Medicare card.



Digital Outpatients

RPBG offers Outpatient Digital/Telehealth appointments for patient consultations with their health professionals.

The options available are:

- Video call appointment at your place of residence
- Video call appointment from a regional hospital closer to your home
- Telephone appointment

These appointments are confidential and secure. The staff at BHS will assist you to connect via your home/work computer, smart phone or tablet device via the internet. This can save you travel time and money as you will not need to come to BHS. Please discuss with your health professional if you would like to have a Digital/Telehealth appointment as an alternative to a face-to-face appointment in the Outpatient Clinic.

Interpreters

If English is not your first language, or you have difficulties with English, we will arrange for a qualified interpreter during your appointment. This will help our staff explain your treatment to you. This may be via phone or a video call.

Phone: 1300 855 275 and discuss with our staff what interpreter service you need.



Friends and relatives

It is important that you receive the right care and support during your hospital visit and are comfortable while attending your outpatient appointment. If you feel you may benefit from having a carer or loved one accompany you to your appointment, you are welcome to invite them along.

As our clinics can be very busy and limited seating is available, please be considerate of other patients and only have those that provide support or care accompany you to your appointment.

Cancelled appointments

If you decide to receive treatment outside this hospital or are unable to attend your scheduled clinic appointment, it is vital that you ring the Outpatient Clinic using the phone number on your appointment letter. (Available Monday to Friday, 8am – 4pm) to cancel your appointment. By letting us know that you cannot attend this appointment, it will allow another patient to be seen.

Please be advised that you may not be allocated a further appointment and therefore may have your referral removed from our system if you:

- do not attend an appointment without giving prior notice
- do not inform us of changes to your current contact details
- defer your appointment for a period exceeding 90 days without good reason
- reschedule your appointment more than twice.



Bentley Health Service



**Choosing Wisely
Australia**

An initiative of NPS MedicineWise

Consider asking these **questions** at your appointment, to ensure you make the **best decisions** about your **health**:

1. Do I really need this test, treatment or procedure?
2. What are the risks?
3. Are there simpler safer options?
4. What happens if I don't do anything?



LEGEND



Bus stop



Visitor parking



ACROD parking



Australia Post box



Block name

For information about public transport to and from the hospital contact **Transp**



Scan QR code to
download our
appointment App



BUILDING IDENTIFICATION

- A** Surgical services
- B** Radiology and pathology
- C** Aged care and rehabilitation inpatients (ward 4 and 5)
- D** Outpatients - general health
- E** Outpatient clinic - mental health
- F** Adult inpatient - mental health
- G** Mental Health community outpatients
- H** John Milne Centre
- J** Ward 10 older adult mental health
- K** Service buildings
- M** Touchstone Community CAMHS
- N** EMyU
- P** Bentley Family Clinic
- Q** Chapel

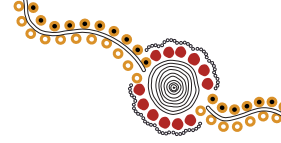
General practitioners (GP)

Because your GP was involved in your care before you came to hospital and will care for you once you are discharged, the hospital aims to work in close co-operation with your GP. Please tell the clinic clerk if you have changed GP to ensure correspondence reaches the correct healthcare provider.

Chaperones

The Department of Health is committed to providing a safe and comfortable environment for patients and staff.

If you would like a chaperone (a staff member to sit with you) during your examination today, please let your doctor, nurse or one of our friendly staff know. In other cases, a staff member might decide that they require a chaperone and one will be organised for you.



» Patient Expectations

How to make the most of your Outpatient appointment

Be prepared

Plan your journey to and from your appointment

Check the location of your appointment before you arrive

Medical Certificate or Worker's Compensation – ask for it while with your Doctor

Bring with you:

- Medicare Card
- Medication List
- A list of questions you may want to ask us
- Previous Test Results (if you have any)

Help us help you

Please call the Bentley Health Service Outpatient Department 9416 3666 if you need to:

- Change your contact details
- Update your General practitioner information (GP)
- Cancel an appointment if you no longer need it

Please show our staff the respect they deserve:

We're here to help, not to be hurt (physically or verbally)

Talk to someone

Ask us questions – we are here to help

Tell us (your healthcare professional) if you prefer a video call for your next appointment

Let us know if you have any concerns

You can expect us to:

- Let you know of any delays and why
- Share your care plans with your other healthcare providers (GP)





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Consumer Feedback



How to tell us what is happening to you

Talk to someone

Talk to the staff who are caring for you or ask to speak to the person in charge

Contact our Consumer Engagement Staff:
RPBG.feedback@health.wa.gov.au
(08) 9224 1637
Mon - Fri 8am - 4pm

Share your story

Complete a survey which will be offered by staff, or request a feedback form

Tell your story anonymously at
www.careopinion.org.au

Help us help you

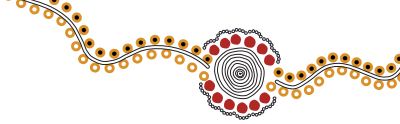
Ask staff if you need help with language interpreting or accessibility

Become a
Consumer Representative or Volunteer:
RPBG.feedback@health.wa.gov.au



SCAN ME





Please tell us who made a difference in your care, what went well for you, or share other comments or suggestions you may have.

Name: _____

Phone number: _____

Email address: _____

Date of birth: _____

What went well and/or what could be improved:

Please scan or take a photo of this form to email to: RPBG.feedback@health.wa.gov.au or give to one of the staff members to forward to us directly.

The Royal Perth Bentley Group is always seeking to improve services by listening to consumer and carer input. This can involve auditing, sitting on committees or working groups, the training of staff, reviewing publications and policies, etc. It could be on an ad-hoc basis or regular monthly meetings.

Is this something you would like to help us with?

To find out more, write your name and contact details below and deliver it to a staff member and we will contact you or send an email to the Consumer Engagement team at RPBG.feedback@health.wa.gov.au outlining why you would like to provide a Voice for Improvement.

Name: _____

Phone number: _____

Email address: _____

Date of birth: _____



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