



Government of **Western Australia**
Department of **Health**



Royal Perth Hospital **Outpatient Clinic**

My Outpatient appointment time and date is:

Located at:





This document can be made in alternative formats on request.

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Authorised by: Sarah Ward, Co-Director, HoLAA, RPBG, March 2021

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

Reviewed by: RPBG Outpatient Reform committee, March 2021.

Welcome to the Royal Perth Hospital Outpatient Clinic

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

RPH Outpatients is open for service 8:30am to 5pm,
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 advising Outpatient Direct of any changes on 1300 855 275.

To view and request changes to your appointments, download the Manage My Care app for android and apple.



Scan QR code to
access directions
to your clinic



Scan QR code to
download our
appointment App



Appointments

Whilst 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 corridor meaning that patients who 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 your Outpatient Clinic appointment. This is important to ensure our clinicians have 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 Collection Centre. There is a Pathwest located at the entry level of the O Block Outpatient Clinic.

A radiological request (X-rays, CT and MRI) may be given to you to complete outside of the hospital. It is important to ask the service you attend to upload those images to RPH imaging database PACS to enable Royal Perth Bentley Group (RPBG) Medical staff to view your images.



RPBG may also request that you come into the hospital earlier on the day of your appointment to have tests undertaken prior to a consultation.

If you require tests and are to be consulted with via the phone you will need to attend the hospital earlier in the day for your test, and the doctor will call during your booked appointment time.

If you need to be seen in-person you will need to attend the hospital for a test 30 minutes before your consultation.

Urgent problems

If your condition suddenly deteriorates before your next appointment, please visit your GP. If your GP is not available, attend the nearest Emergency Department or Urgent Care Clinic.

Getting here – transport and parking

Buses and CAT buses

There are bus and CAT bus stops located on Wellington Street and the RED CAT bus stops outside the Victoria Square entrance on Murray Street and outside O Block (196 Goderich Street).

Trains

The McIver Train Station provides direct access to the hospital via the multistorey car park in Moore Street (R Block, Level 3).

Visit the Transperth website www.transperth.wa.gov.au or call 13 62 13 for individual public transport options.



Taxi rank

A taxi rank can be found immediately outside the Victoria Square entrance. There is an automatic taxi call telephone inside the entrance if there are no taxis. Alternatively, O Block reception can call a taxi for you.

Paid parking

Limited paid parking is available to visitors and patients in the McIver Station multistorey car park, which is accessible from Moore Street. This car park has direct access to the hospital via Level 3.

Paid parking is also available at the car parks as indicated on the map and in the adjacent streets to the O Block Outpatient Clinic. Due to possible waiting times it is advisable to use either the Moore Street multistorey carpark or City of Perth carparks nearby multistorey car park rather than street parking.

Disabled parking bays are available at 196 Goderich Street, as well as the ground floor and Level 3 of the McIver Station multistorey carpark.

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.

Pharmacy

Prescriptions are dispensed in the order they are received but some prescriptions are finished faster than others.

Prescriptions can be left at Pharmacy up to a week in advance.

When medication is not required urgently, there are several options to avoid waiting:

1. Leave the prescription to be dispensed and collected on another day.
2. Post prescriptions to the address below to have medications ready for collection.

Note: Allow one week to ensure that the prescription is dispensed in time, and include a note advising staff of collection details. Faxed prescriptions cannot be accepted.

Address: Outpatient Pharmacy Royal Perth Hospital GPO Box X2213 Perth WA 6847

Phone: (08) 6477 5083

Please note: tax printouts are not available from our computer system so it is essential to bring your record form to each visit.



Royal Perth Hospital

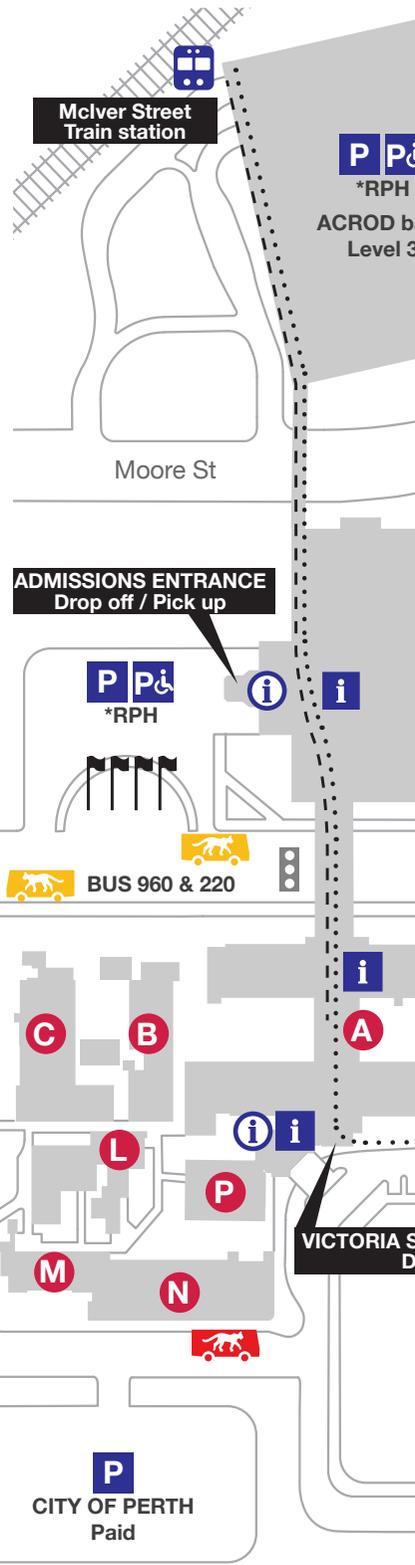


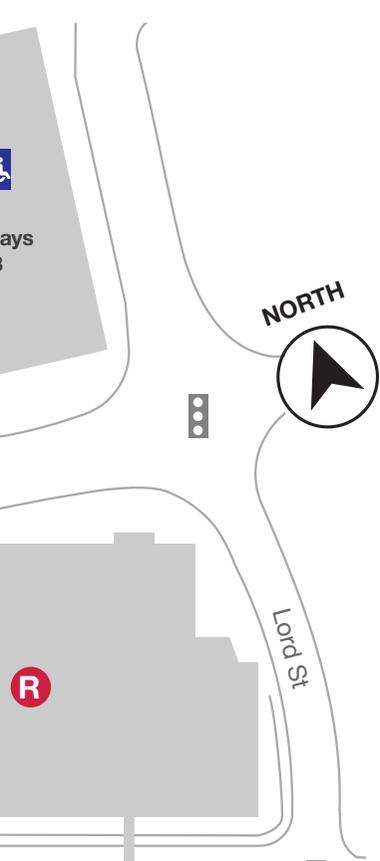
**Choosing Wisely
Australia**

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?





Emergency Department



Moreton Bay fig tree

- - - Walk from carpark to A Block (5-10 mins)

••• Walk from carpark to O Block (10-20 mins)



CAT bus stop



Parking (*RPH - Royal Perth Hospital)



Parking - ACROD



Train station - McIver Street



Information - reception desks



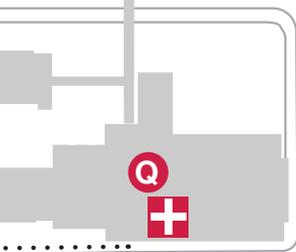
Information - touchscreen wayfinders



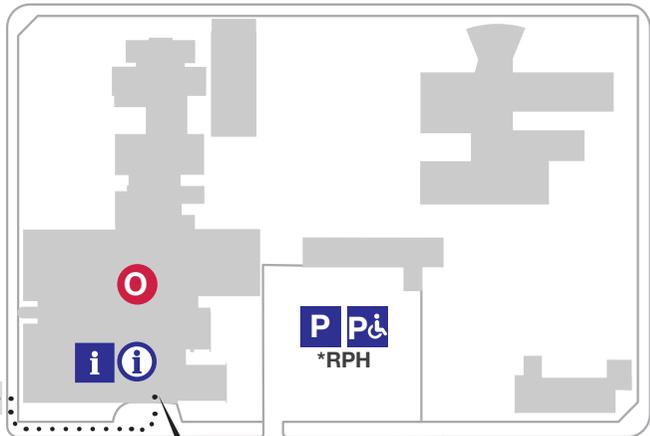
Scan QR code to access directions to your clinic



Scan QR code to download our appointment App



SQUARE MAIN ENTRANCE
Drop off / Pick up



Goderich St



GODERICH STREET
Drop off / Pick up

Please ensure you bring your Medicare Card and where applicable Centrelink concession card, Veterans Repatriation Health card and Safety Net card.

Digital Outpatients

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

The following options are available:

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

These appointments are confidential and secure, the staff at RPH will assist you to connect using your home/work computer, smart phone or tablet device via the internet. This can save you travel time and associated costs as you will not need to come to RPH. Please discuss with your health professional if you would like to have a Digital/Telehealth appointment.

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, this may include having a carer or loved one accompany you to RPH.

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.

If you have additional family and friends accompanying you, we would encourage them to visit one of the local cafes or restaurants located around the Perth CBD while they wait.

Cancelled appointments

If you decide to receive treatment elsewhere or you are unable to attend your scheduled clinic appointment, it is vital that you ring **Outpatient Direct** (Available Monday to Friday, 7.30am – 5.30pm) to cancel your appointment. By letting us know you cannot attend we can offer your appointment to someone else. Outpatient Direct can be phoned between 7:30am and 5:30pm on 1300 855 275 to help with the following services:

- cancel your appointment
- update your contact details
- information on your next appointment.

Please be advised that you may not be allocated a further appointment and will 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.

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, we aim to work in close partnership with your GP. Please tell the clinic clerk if you have changed GP to ensure correspondence reaches the correct healthcare provider.

Teaching

An important function of RPH is the teaching of junior doctors. Every effort is made to minimise inconvenience to patients, however we do ask for your cooperation. If you do not feel comfortable being seen by a junior doctor, please inform the clinic clerk, your nurse and/or doctor.

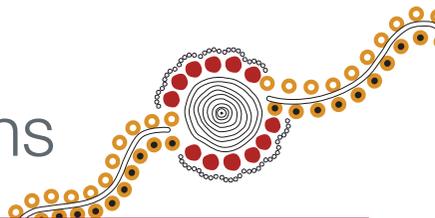
Chaperones

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.



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

Call **OUTPATIENT DIRECT 1300 855 275** 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)

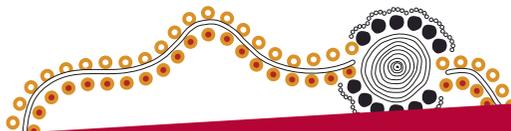
Talk to someone

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

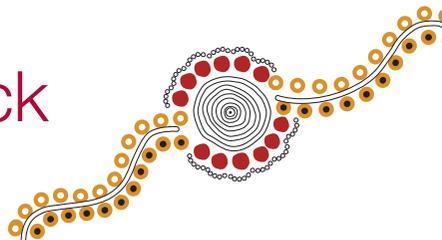
You can expect us to:

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





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

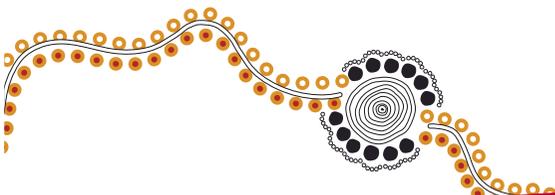
Complete a survey which will be offered by staff, or request a feedback form

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?

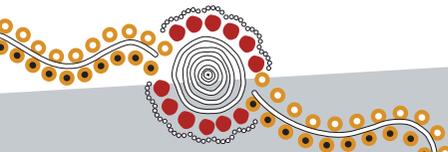
To find out more, write your name and contact details below and deliver it to a staff member and we will contact you or send an email to the Consumer Engagement team at RPBG.feedback@health.wa.gov.au outlining why you would like to provide a Voice for Improvement.

Name: _____

Phone Number: _____

Email address: _____

Date of birth: _____



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