

# Outpatient Clinic Information



32 Gisborne Street, East Melbourne Phone (03) 9929 8500 National Relay Service 133 677 [www.eyeandear.org.au](http://www.eyeandear.org.au)


## How do I get to the Eye and Ear Hospital in East Melbourne?



### Where is the hospital located?

The hospital is located at 32 Gisborne Street, East Melbourne (refer to the map above). We have two main entrances located at Gisborne Street and in Morrison Place. The Outpatient Clinics are located closest to the Morrison Place entrance, both entrances have wheelchair access. Melways reference Map 44, A7.

### Is car parking available?

There are a number of public car parks around the hospital with the closest on Albert Street (as indicated on the map above - ) . Metered parking is available around the hospital. There is 15 minute parking near the Gisborne Street entrance and Disabled parking spaces in Morrison Place. Victoria Parade and Albert Street are subject to Clearway times. Cars parked illegally are towed away. Please read the parking signs carefully as the hospital does not take responsibility for any parking fines.

### Is public transport close to the hospital?

#### Trains:

The hospital is located near Parliament Station on the City Loop. Exit at the Lonsdale/ Nicholson Street entrance and walk up Albert Street towards the hospital.

#### Trams:

Routes 109 ( Port Melbourne – Box Hill) 112 ( Preston) 24 (North Balwyn) stop outside of the hospital on Victoria parade.

#### Buses:

Routes 301 & 319 (The Pines via Templestowe), 302 (Box Hill), 308 (Deep Creek), 309 (Donvale), 313 (Templestowe shops), 315 (Box Hill), 350 ( La Trobe University), 402 (Footscray).

*For more information on public transport suitable for you, contact MetLink on 131 638 or visit [www.metlinkmelbourne.com.au](http://www.metlinkmelbourne.com.au)*

#### Taxi:

Taxi ranks are located directly outside the hospital. A free phone line direct to the Taxi service is available and located near the Morrison Place entrance.

### **What if I have problems getting to the hospital?**

Contact our Transport Officer on (03) 9929 8635 who may be able to offer assistance with transport options.

### **What are Outpatient Clinics?**

The Clinics are made up of a group of specialist eye, ear, nose and throat clinics. We will assess your condition using a range of specialised tests and discuss treatment options with you.

### **What hours do Clinics operate?**

Monday to Friday from 8.30 am to 5.30 pm.

### **Can someone come with me to the clinic appointment?**

You may bring someone with you, however, due to limited seating we would ask you to come with one companion only. If you are attending an Eye Clinic, we advise you not to drive as eye drops may be used that will blur your vision.

### **What if I need an interpreter?**

An interpreter service is available, phone (03) 9929 8234 to book an interpreter for your appointment. If you have booked an interpreter and you cancel your appointment, be sure to let the hospital know to also cancel the interpreter.

### **What if I am Deaf or hearing impaired?**

If you need to contact us using a TTY (telephone typewriter), please call via the National Relay Service on 133 677. To arrange an Auslan interpreter for your visit phone (03) 9929 8234.

### **Can I choose my doctor?**

As a public hospital, we have a number of doctors and will nominate one for your visit. You may see the same or a different doctor for each of your clinic appointments.

### **Will my clinic appointment cost me anything?**

If you are a Medicare card holder, you will not be charged to see the doctor. You will be charged for your medications. The price of this varies and discounts apply to Pension and Health Care card holders.

### **Is a Social Worker available?**

A Social Worker is available Monday to Friday and can be contacted on (03) 9929 8527.

### **Why do I need to complete a Health Questionnaire?**

The questionnaire provides us with important information on your general health and medical history, and will help us assess and treat your condition.

### **What are my rights and responsibilities?**

The Public Hospital Patient Charter outlines your rights and responsibilities as a patient at this hospital and includes the following:

- Access to treatment regardless of financial status
- Treatment and care in a safe environment – Involvement in making decisions about your treatment and ongoing care after discharge
- Information about your health care and the right to a second opinion
- Access to your medical records and confidentiality for your personal information
- Treatment with respect, dignity and consideration of your privacy
- Access to culturally sensitive care
- The ability to raise issues or concerns with the hospital Patient Representative or with external agencies.

*Further information is available from the hospital Patient Representative on (03) 9929 8666 or at [www.health.vic.gov.au/patientcharter/patients](http://www.health.vic.gov.au/patientcharter/patients)*

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For information on our commitment to protecting your privacy, please refer to our Privacy Brochure available at [www.eyeandear.org.au](http://www.eyeandear.org.au) or by telephoning our Privacy Officer on (03) 9929 8570.