

# Outpatient Clinic information



As an outpatient (a patient when you visit one of our specialist eye, ear, nose and throat clinics without staying overnight in the hospital) we will assess your condition at one of our outpatient clinics using a range of specialised tests and discuss treatment options with you.

Please note, your appointment may take up to three hours or more. There is no need to arrive any earlier than 15 minutes before your appointment. Arriving earlier will not change the order of appointments.

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.

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

Monday to Friday from 8.30 am to 5.30 pm. Please do not arrive more than 15 minutes before your appointment time.

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

You may bring someone with you to your appointment. However, due to limited seating we would ask you to bring only one person with you. If you are seeing the eye doctor, we advise you not to drive as eye drops may be used that will blur your vision.

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

Please contact (03) 9929 8234 to request an interpreter. If your appointment is rescheduled or you cannot attend, please remember to contact the hospital to cancel the interpreter.

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

To arrange an Auslan interpreter for your appointment, please contact (03) 9929 8234. If you need to contact us using a TTY (telephone typewriter), please call via the National Relay Service on 133 677. If your appointment is rescheduled or you cannot attend, please remember to contact the hospital to cancel the interpreter.

## **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 however be charged for any medications. The price of this varies and discounts apply to Pension and Health Care card holders.



## If I receive a Health Questionnaire, why do I have to complete it?

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 Australian Charter of Healthcare Rights 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](http://www.health.vic.gov.au/patientcharter)

## Privacy

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 contacting our Privacy Officer on (03) 9929 8570.

## Pharmacy

Pharmacies are located at both sites on:

- Eye and Ear on the Park, St Andrews Place, Upper Ground Floor
- At the main campus, Gisborne Street, Ground Floor

## Further information

For more information about services available at the Eye and Ear, please read the *Welcome to the Ear and Ear* patient information booklet available at both sites and on the website at [www.eyeandear.org.au](http://www.eyeandear.org.au)

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