

# Outpatient Clinic information

Simplified Chinese



**E+3** the royal victorian  
eye and ear  
hospital

**Outpatient Bookings Unit**  
03 9929 8500

对于门诊病人（门诊病人指，如果您来看我们的专家眼科、耳科、鼻喉科，但是不需要在医院过夜），我们会在我们的门诊科室使用一系列专项测试对您的病情进行评估，并和您讨论治疗方案。

请注意，您的预约的看病时间也许会长达三个小时或以上。到达时间不需要超过预约时间的十分钟以上。

早到并不会改变预约的顺序。

作为一个公共医院，我们有许多医生，会为您指定一位来为您看病。你每次来医院就诊可能看同一位医生，也可能看不同的医生。

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.

## 诊所什么时候开始上班？

周一至周五，早上 8 点至下午 5:30。'请不要在您的预约时间提前 15 分钟以上到达。

## What hours do Clinics operate?

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

## 可以叫人和我一起赴诊所的预约吗？

您可以带人和你一起，但是由于座位有限，我们要求您只带一个同伴。如果您是去眼科诊所，我们建议您不要开车，因为可能会使用让您视力模糊的眼药水。

## 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 bring only one companion. If you are attending an Eye Clinic, we advise you not to drive as eye drops may be used that will blur your vision.



### 如果我需要口译怎么办?

请致电(03) 9929 8234 要求口译。如果您的预约重新安排了或者您不能出席——记住联系医院取消口译。

### 如果我是聋子或者有听力障碍怎么办?

如果您需要, 请通过全国中转服务电话 133 677, 用电话打字机联系我们。如需手语翻译出席您的预约, 请致电(03) 9929 8234。

### 我的诊所预约需要我支付任何费用吗?

如果您持有医疗保险卡 (Medicare), 您看医生将不会被收费, 但是您需要自费任何药物。药物价格会不同, 养老金卡 (Pension) 和卫生保健卡 (Health Care) 持有者可以享受折扣。

### 为什么我需要完成一个健康问卷调查?

问卷调查可以给我们提供诸如您健康状况和病例等重要信息, 可以帮助我们评估和治疗您的病情。

### 我的权利和责任是什么?

公立医院病人章程概述了您作为这个医院的病人所拥有的权利和责任如下:

- 无论经济状况如何都有权接受治疗。
- 在一个安全的环境下接受治疗和照顾——包括做出院后关于您的治疗和持续照顾的决定。
- 关于您健康保险的信息和有权利听取另一个医生的意见。
- 访问您的医疗记录和对您的个人信息保密。
- 在尊敬、尊严和考虑到您的隐私的情况下进行治疗。
- 有权使用文化敏感护理。
- 有能力向医院的病人代表或者外部机构提出问题或者担心。

### What if I need an interpreter?

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

### 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.

### 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.

如需更多信息，请致电医院病人代表：(03) 9929 8666  
或者访问网站 [www.health.vic.gov.au/patientcharter](http://www.health.vic.gov.au/patientcharter)

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)

## 隐私

如需更多关于我们对保护您隐私的承诺，请访问网址 [www.eyear.org.au](http://www.eyear.org.au) 参考我们的隐私手册或者致电我们的隐私官员：(03) 9929 8570

## Privacy

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

## 免责声明

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