

Outpatient Clinic information

Traditional Chinese



E+3 the royal victorian
eye and ear
hospital

Outpatient Bookings Unit
03 9929 8500

我們將會在門診診所為門診病人（到我們其中一間眼、耳、鼻、喉專科診所就診而沒有在醫院過夜的病人）進行一系列的專科測試，並與病人討論治療方案。

請注意您的預約可能需時 3 小時或更長時間。您只需在預約時間前 10 分鐘到達即可。即使早到，您的就診順序亦不會改變。

作為一間公立醫院，我們有多名醫生駐診，而其中一名醫生將會被指派來為您應診。您每次的預約就診都可能會看到同一個或不同的醫生。

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.

門診時間

週一至週五，上午 8 時半至下午 5 時半。請不要在你的預約時間前超過 15 分鐘到達。

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.

就診時別人可以和我一起嗎？

你可以找別人陪你，但由於座位有限，我們希望你就診時只找一位陪同。如果你看的是眼科門診，我們建議你不要開車，因為可能會使用令你視力模糊的眼藥水。

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.

如果我需要傳譯員該怎辦？

請聯絡 (03) 9929 8234 來安排傳譯員。如果你的預約改期或你不能出席，請務必通知醫院來取消傳譯員預約。

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.



如果我耳聾或有聽力障礙該怎辦？

如果你需要通過 TTY（聾人電話打字機）聯絡我們，請使用全國聾啞人電話服務專線 133 677。請聯絡 (03) 9929 8234 為就診安排澳式手語傳譯員。

門診看病要付費用嗎？

如果你有健康保健卡 (Medicare)，看醫生是不用付費。但是領取藥物要收費。藥物的價格不同，持有 Pension 或 Health Care 的人可獲減價優惠。

為什麼我需要填寫健康問卷？

這份問卷為我們提供關於你的一般健康狀況與病史的重要信息，協助我們評估及治療你的病情。

我有什麼權利和責任？

公立醫院病人規章 (Public Hospital Patient Charter) 列出本醫院病人的權利與責任包括：

- 無論經濟狀況如何，都能獲取醫療服務。
- 在安全的環境接受治療及護理 – 包括參與決定你的治療計劃和出院後的護理計劃。
- 了解你的醫療護理資料和有權尋求其他醫生意見
- 可取得你的醫療記錄和對你的私人資料予以保密
- 治療時要用尊重的態度和考慮病人尊嚴，並且顧及病人的私隱
- 獲得具文化敏感性的護理
- 能夠向醫院的病人代表或外部機構提出問題或疑慮

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.



如欲查詢更多信息，請聯絡醫院病人代表，電話
(03) 9929 8666 或查閱網站
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

私隱

如欲查閱有關我們致力保護你的私隱方面的信息，請
參考網站 www.eyeandear.org.au 刊載的私隱權手
冊，或聯絡私隱權人員，電話 (03) 9929 8570。

Privacy

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

免責聲明

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