

## HOW LONG WILL MY APPOINTMENT TAKE?

Patients are seen strictly in order of appointment time. We do our best to run to time, however delays do occur and we therefore recommend that you allow at least two hours for your appointment.

Please request any certificates / forms you require prior to leaving the clinic on the day of your appointment.

## WHAT DO I NEED TO BRING WITH ME?

- Your appointment letter
- Your Medicare card
- A list of any medications that you are currently taking
- Any relevant test results or X-Ray disks from services outside of Bendigo Health

## WHAT DO I NEED TO DO IF I WANT TO CHANGE MY APPOINTMENT?

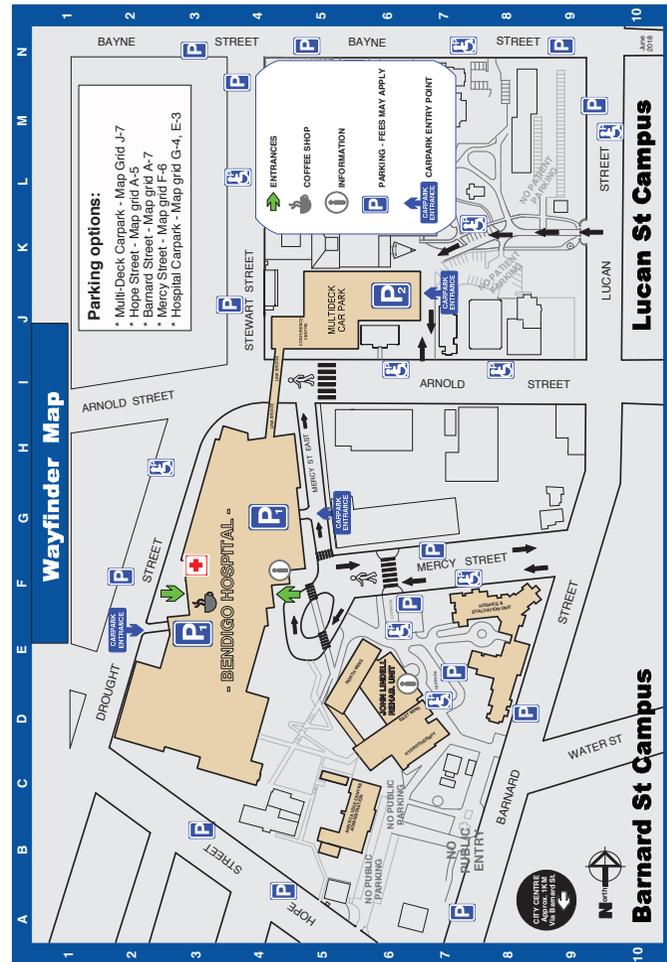
If you need to reschedule or cancel your appointment you should contact:

**Reception on 5454 8896**

If you wish to discuss your referral you can contact:

**Liaison Nurse on 5454 7571**

## SPECIALIST CLINICS



# SPECIALIST CLINICS

PATIENT INFORMATION



## CONTACT DETAILS

Appointments: 03 5454 8896

Liaison nurse: 03 5454 7571

# WELCOME TO BENDIGO HEALTH SPECIALIST CLINICS

We offer a range of Specialist Clinics which include surgical, medical and orthopaedic services for both adults and children.

## Clinic hours:

9am – 4:30pm Monday to Friday  
(excluding public holidays)

## Contact Number:

03 5454 8896

## WHAT HAPPENED TO MY REFERRAL WHEN IT WAS RECEIVED BY SPECIALISTS CLINICS?

When your referral was received, it was reviewed by the consulting team and categorised based on clinical urgency.

We are now notifying you of the outcome of this specialist review, what your clinical urgency category is, and the expected waiting time for your appointment.

Whilst every attempt will be made to provide you with the earliest possible appointment time, the most urgent patients are given priority.

## OUR COMMITMENT TO YOU

### We will:

- Endeavour to notify you of your appointment time and date two to four weeks prior to your appointment
- Make every attempt to advise you in advance of a cancellation
- Be available to answer any queries you may have regarding Specialist Clinics

## YOUR COMMITMENT TO US

### It is important that you let us know if:

- You change your address or telephone number
- You change your GP
- You no longer require the appointment
- You require an interpreter

\* Please note: if you do not advise us in advance on two consecutive occasions that you can't attend an appointment, your referral will be cancelled, your GP notified, and you will be discharged from our Specialist Clinics service.

## WHAT SHOULD I DO UNTIL MY APPOINTMENT?

Your GP is an important partner in your health care. It is strongly recommended that you keep your regular appointments with your GP while you are waiting for your Specialist Clinic appointment.

Should your condition change significantly, please consult your GP for further advice.

---

100 Barnard Street, Bendigo VIC 3550  
(Access via Mercy Street)  
PO Box 126 Bendigo Victoria 3552  
☎ 03 5454 6000  
🌐 [www.bendigohealth.org.au](http://www.bendigohealth.org.au)

## HOW IS MY PRIVACY PROTECTED?

Unless you tell us otherwise, we will inform your GP of the outcome of your Specialist Clinics consultation.

## WHAT DO I DO ON THE DAY OF MY APPOINTMENT?

### Specialist Clinics Location

We are located on Level 1 West in the new Bendigo Hospital. It is best to use the Mercy Street main entrance.

### Where do I park?

There is on-street parking surrounding the hospital campus free of charge. Time limits may apply. Clearly signed disabled parking is also available. Alternatively, paid carparking is available in the Basement carpark of the hospital and the multi-storey carpark that can be accessed from Lucan Street. The first half an hour is free and it costs \$2 an hour after that, capped at a maximum of \$8 per day. Half price parking is available by scanning your appointment barcode at ticket machines.

### How do I check-in on arrival?

We have an automated check-in system. You can scan either your appointment letter or Medicare card at the check-in kiosk to register your arrival.

You will be directed to provide a contact mobile phone number. This will enable us to inform you via text message when your appointment timeslot is drawing near.

\* Please note that check-in is not available until 30 minutes before your appointment. Should you be running late, please phone reception on 5454 8896.

Whilst you are waiting, you will be free to utilise the coffee shops on the ground and first floor, or sit outside weather permitting, returning when your mobile alerts you.



Excellent Care. Every Person. Every time.