



Mount Lawley Hospital Outpatient Clinic

My Outpatient appointment time and date is:

Located at:



This document can be made in alternative formats on request.

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Welcome to the Mount Lawley Hospital Outpatient Clinic

Please take the time to read this important information before attending your outpatient appointment. If you have further questions, please ask the clinic clerk, your nurse or doctor.

MLH Outpatients is open for service 8:30am to 5pm, Monday to Friday.

What to bring:

- › your appointment letter or card
- › Medicare Card
- › healthcare card/pension card/safety net record
- › details of any medications you may be taking
- › copies of any private tests that have been undertaken regarding your illness, including x-rays.

Always keep your contact and General Practitioner (GP) details up to date by advising Outpatient Direct of any changes on 1300 855 275.

To view and request changes to your appointments, download the Manage My Care app for android and apple.



Scan QR code to access directions to your clinic



Scan QR code to download our appointment App



Appointments

Whilst every effort is made to ensure that clinics run on time, delays in scheduled appointments are sometimes unavoidable. We understand that waiting times are difficult for many patients and endeavour to reduce waiting times as much as possible.

Clinics

Please do not be concerned if other patients appear to be seen before you. Several different clinics run from the one corridor meaning that patients who arrive after you may be seen first depending on clinic schedules.

Tests

Your General Practitioner (GP) may consider it necessary for tests to be conducted before your Outpatient Clinic appointment. This is important to ensure our clinicians have all the relevant information to assess your condition.

If at any time you are required to complete any blood tests, these can be undertaken at any PathWest Collection Centre. Located at MLH A block, entry D (river side entry into A block).

A radiological request (X-rays, CT and MRI) may be given to you to complete outside of the hospital. It is important to ask the service you attend to upload those images to Royal Perth Bentley Mt Lawley Group (RPBMLG) imaging database PACS to enable RPBMLG Medical staff to view your images.

RPBMLG may also request that you come into the hospital earlier on the day of your appointment to have tests undertaken prior to a consultation.

If you require tests and are to be consulted with via the phone you will need to attend the hospital earlier in the day for your test, and the doctor will call during your booked appointment time.

If you need to be seen in-person you will need to attend the hospital for a test 30 minutes before your consultation.

Urgent problems

If your condition suddenly deteriorates before your next appointment, please visit your GP. If your GP is not available, attend the nearest Emergency Department or Urgent Care Clinic.

Getting here – transport and parking

Buses

The closest Transperth bus stop is located along Guildford Road, one block from the hospital. Buses servicing this stop include numbers 40, 41 and 42.

Trains

We are 800m from the Mount Lawley Station located on Whatley Crescent on the Midland train line.

Visit the Transperth website www.transperth.wa.gov.au or call 13 62 13 for individual public transport options.

Taxi rank

Taxi ranks are available outside the main entrance to the hospital and the Medical Centre entrance, located on Ellesmere Road.

Paid parking

Paid visitor parking is available at Mount Lawley Hospital 24 hours a day, 7 days per week.

Mount Lawley Hospital provides a convenient, contactless payment system for parking with payments processed upon exiting the boom gates. Cash payments are not accepted.

It is recommended that patients be dropped off at the hospital and picked up after their clinic appointment.

Mount Lawley Hospital will not be responsible for cars left in the car park overnight.

Patient identification

It is important that we confirm your identification at all stages of your outpatient appointment. This ensures we have the correct patient, for the correct appointment and procedure. During your time in the clinic, you will be asked:

- your first and last name
- your date of birth
- your home address.

Please note: as a part of this process we may ask for your driver's licence or Medicare card.

Pharmacy

Your outpatient ePrescription may be dispensed at any pharmacy (unless otherwise advised by your prescriber).

Digital Outpatients

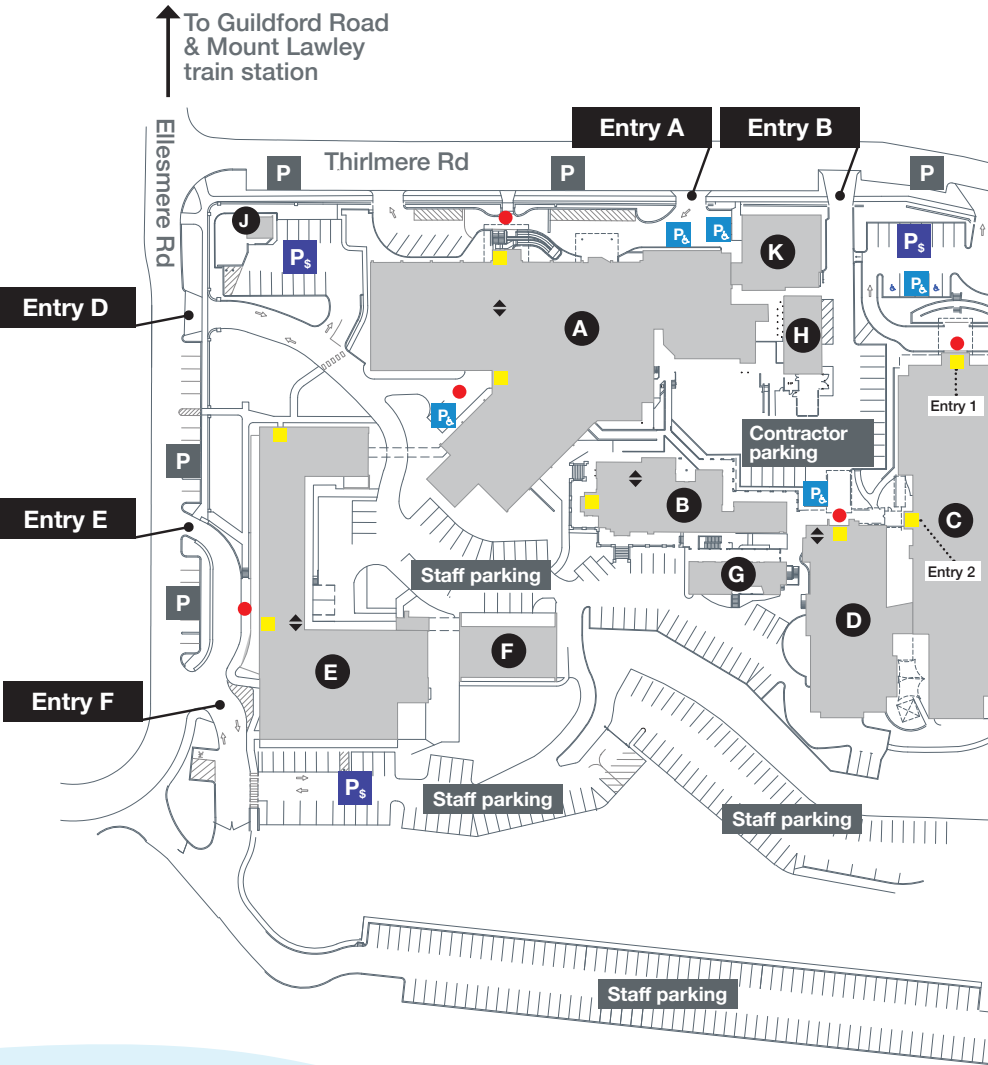
RPBMLG offers Outpatient Digital/Telehealth appointments for patient consultations with their health professionals.

The following options are available:

- Video call appointment at your place of residence
- Video call appointment from a regional hospital closer to home
- Telephone appointment

These appointments are confidential and secure, the staff at MLH will assist you to connect using your home/work computer, smart phone or tablet device via the internet. This can save you travel time and associated costs as you will not need to come to MLH. Please discuss with your health professional if you would like to have a Digital/Telehealth appointment.

Mount Lawley Hospital



Swan River



LEGEND

- A** A Block - Main Hospital Building
- B** B Block - Killowen House
- C** C Block - Geriatrics and Rehabilitation Clinics - Entry 1
General Rehabilitation - Entry 2
- D** D Block - Ursula Frayne Unit - Ground floor
Conference Centre - Level 1
- E** E Block - Outpatients
- F** F Block - Outpatients Annex
- G** G Block - Motel Units
- H** H Block - Boiler House
- J** J Block - Water Pump House
- K** K Block - Laundry Store
- Drop off
- Entry
- ◆ Lifts

Public Parking

- P_s** Public parking - paid
- P_a** Public parking - accessible
- P** Public parking - free for 3 hours (City of Bayswater)



*Scan QR code to
download our
appointment App*



Consider asking these questions at your appointment, to ensure you make the best decisions about your health:

1. Do I really need this test, treatment or procedure?
2. What are the risks?
3. Are there simpler safer options?
4. What happens if I don't do anything?
5. How long will it take me to recover?

Interpreters

If English is not your first language, or you have difficulties with English, we will arrange for a qualified interpreter during your appointment. This will help our staff explain your treatment to you. This may be via phone or a video call.

Phone: 1300 855 275 and discuss with our staff what interpreter service you need.

Friends and relatives

It is important that you receive the right care and support during your hospital visit and are comfortable while attending your outpatient appointment, this may include having a carer or loved one accompany you to MLH.

As our clinics can be very busy and limited seating is available, please be considerate of other patients and only have those that provide support or care accompany you to your appointment.

Cancelled appointments

If you decide to receive treatment elsewhere or you are unable to attend your scheduled clinic appointment, it is vital that you ring **Outpatient Direct** (available Monday to Friday, 7.30am – 5.30pm) to cancel your appointment. By letting us know you cannot attend we can offer your appointment to someone else. Outpatient Direct can be phoned between 7:30am and 5:30pm on 1300 855 275 to help with the following services:

- cancel your appointment
- update your contact details
- information on your next appointment.

Please be advised that you may not be allocated a further appointment and will have your referral removed from our system if you:

- do not attend an appointment without giving prior notice
- do not inform us of changes to your current contact details
- defer your appointment for a period exceeding 90 days without good reason
- reschedule your appointment more than twice.

General practitioners (GP)

Because your GP was involved in your care before you came to hospital and will care for you once you are discharged, we aim to work in close partnership with your GP. Please tell the clinic clerk if you have changed GP to ensure correspondence reaches the correct healthcare provider.

Teaching

An important function of MLH is the teaching of junior doctors. Every effort is made to minimise inconvenience to patients, however we do ask for your cooperation. If you do not feel comfortable being seen by a junior doctor, please inform the clinic clerk, your nurse and/or doctor.

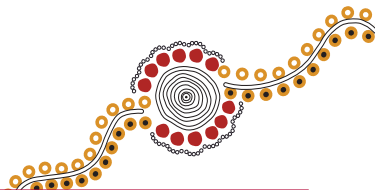
Chaperones

The Department of Health is committed to providing a safe and comfortable environment for patients and staff.

If you would like a chaperone (a staff member to sit with you) during your examination, please let your doctor, nurse or one of our friendly staff know.



Patient Expectations



How to make the most of your Outpatient appointment

Be prepared

Plan your journey to and from your appointment

Check the location of your appointment before you arrive

Medical Certificate or Worker's Compensation – ask for it while with your Doctor

Bring with you:

- Medicare Card
- Medication List
- A list of questions you may want to ask us
- Previous Test Results (if you have any)

Help us help you

Please call Outpatient Direct 1300 855 275 if you need to:

- Change your contact details
- Update your General practitioner information (GP)
- Cancel an appointment if you no longer need it

Please show our staff the respect they deserve:

We're here to help, not to be hurt (physically or verbally)

Talk to someone

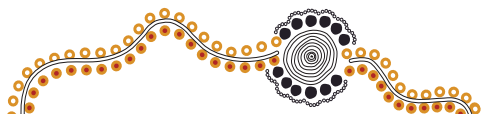
Ask us questions – we are here to help

Tell us (your healthcare professional) if you prefer a video call for your next appointment

Let us know if you have any concerns

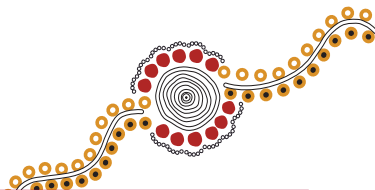
You can expect us to:

- Let you know of any delays and why
- Share your care plans with your other healthcare providers (GP)





Questions?



Write down any questions you may have below:

Consider asking these questions at your appointment, to ensure you make the best decisions about your health:

1. Do I really need this test, treatment or procedure?
2. What are the risks?
3. Are there simpler safer options?
4. What happens if I don't do anything?
5. How long will it take me to recover?



Consumer Feedback



How to tell us what's happening for you

Talk to someone now

Talk to the staff who are caring for you or ask to speak to the person in charge

Contact our Patient Experience Staff
RPBMLG.feedback@health.wa.gov.au
(08) 9224 1637
Mon – Fri, 8am – 4pm

Share your story

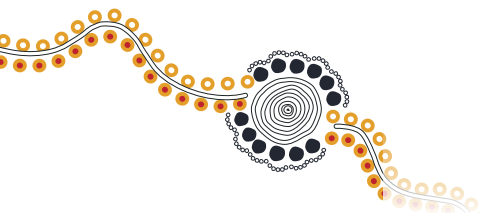
Complete a survey which will be offered by staff, or request a feedback form

Tell your story anonymously at
www.careopinion.org.au

Help us help you

Ask staff if you need help with language, interpreting or accessibility

Become a
Consumer Representative or Volunteer
RPBMLG.feedback@health.wa.gov.au



Scan to visit EMHS
Compliments and
Complaints page

Your name (if you are not the patient):

Phone number:

Email address:

Date of birth: / / Date of feedback submission: / /

What went well and/or what could be improved:

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.