

## HOW LONG WILL MY APPOINTMENT TAKE?

Patients are seen 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. Multiple clinics run from the same waiting room.

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

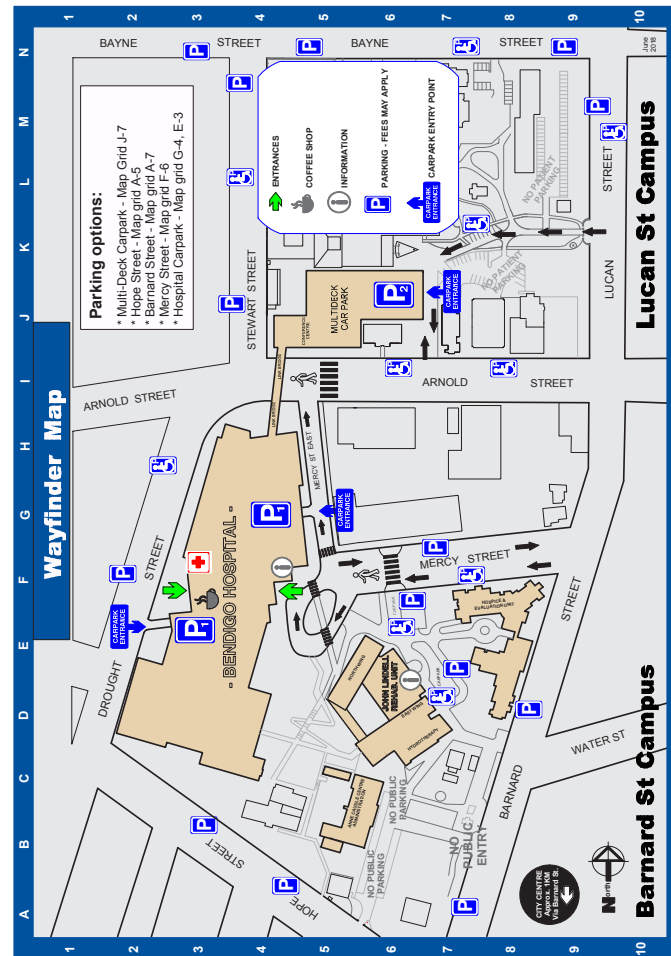
## WHAT DO I NEED TO DO IF I WANT TO CHANGE MY APPOINTMENT?

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

**Reception on 5454 8896**

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)

## SPECIALIST CLINICS



# SPECIALIST CLINICS

## PATIENT INFORMATION



CONTACT DETAILS  
Appointments: 03 5454 8896

# 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 and categorised based on clinical urgency and referral information.

We are now notifying you of the outcome of your referral, what your clinical urgency category is, and the expected waiting time for your appointment and that the clinic maybe Medicare bulk billed.

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 change to your appointment
- 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 that you cannot attend your appointment on two consecutive occasions you will be discharged from our Specialist Clinics service and your GP will be notified.

## WHAT SHOULD I DO UNTIL MY APPOINTMENT?

Your GP is an important partner in your health care. You should 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.

## BENDIGO HEALTH MBS CLINICS

Bendigo Health offers a range of Specialist Clinics including MBS (Medicare Benefits Schedule/Bulk Billed) clinics.

You will be asked to provide consent by the way of a signature when you attend an MBS Clinic/Bulk Billed Clinic.

You may choose not to consent to this.

### At an MBS clinic:

- **There are no out of pocket expenses to you**
- We require a Medicare compliant referral letter from your doctor which includes:
  - Name of the consultant your Doctor is referring to
  - Your GP details/dated and signed by your GP.

## HOW IS MY PRIVACY PROTECTED?

Unless you tell us otherwise, we will inform your GP of the outcome of your Specialist Clinics referral and/or appointment.

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

### Specialist Clinics Location

We are located on Level 1 West in the Bendigo Hospital. The closest entry is off Mercy Street.

### Where do I park?

There is on-street parking surrounding the hospital campus free of charge. Time limits may apply. Disabled parking is also available. Paid carparking is available in the basement and multistorey carparks. 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 letter 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.

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

Please bring anything you may need whilst you are waiting. Please limit the number of people attending with you. If possible we recommend not bringing children unless the appointment is for your child.



Excellent Care. Every Person. Every time.