



Checklist: health services information

When helping your young person with intellectual disability prepare to access a new health service, you may find it useful to learn more about the service before their first appointment.

General information about the health service

This information may be available online or in printed form at the health service:

- ☐ list of health services they provide (e.g. general practice, physiotherapy, podiatry, nutrition, counselling)
- ☐ approximate cost of each health service (including if it's free or subsidised through Medicare)
- ☐ names and photos of healthcare workers
- ☐ ways to book an appointment (e.g. online or over the phone)
- ☐ how to access the health service (e.g. transport, directions, parking)
- ☐ language-specific supports that are available (e.g. bilingual healthcare workers, interpreters, translated materials).

Specific information about the appointment

Most appointments can be booked online or over the phone.

If your young person is new to the service, consider asking about:

- ☐ appointment cost
- ☐ standard appointment length and if a longer appointment is required
- ☐ estimated waiting time to see the healthcare worker
- ☐ scheduling the appointment during a quieter time
- ☐ what to bring to the appointment (e.g. Medicare card, Health Care Card, test results, x-rays, referrals)
- ☐ receiving reminders before the appointment.

