



## Tips for booking medical appointments

### Arrange an appointment time:

- contact the medical reception staff by phone or in person
- provide:
  - your name
  - your young person's name
  - the doctor your young person wants to see
  - when they would like to see them (e.g. this week, next week, next month, etc)
  - the reason for the appointment
- ask for a longer appointment if needed (the standard appointment is 10-15 minutes). Ask how long the appointment will be if you're not sure.

### Confirm the appointment details:

- tell them if your young person needs an interpreter or if a support person will be with them
- ask:
  - if they will have to pay for the appointment and, if so, how much and when
  - what they need to bring (e.g. x-rays, referrals, test results)
  - if there is anything your young person needs to do to prepare for the appointment (e.g. fasting or completing forms)
  - about usual waiting times (request the first appointment of the day if you or your young person are worried about a long wait)
- think about how your young person will get to the appointment (e.g. ask about available parking, public transport options).

### After the appointment is confirmed:

- ask for written appointment details
- ask about reminders and ask for additional reminders if necessary
- share appointment details with your young person's family/carers as required
- gather any information your young person needs to take with them (e.g. x-rays, referrals, test results).



## **If you need a same-day appointment:**

Medical appointments usually need to be made in advance.

Call 000 if you have a medical emergency.

If your young person needs to see their healthcare worker and they do not have an appointment booked:

- Call the medical reception staff as soon as they open and provide:
  - your name
  - your young person's name
  - tell them your young person needs a same-day appointment
  - ask if their regular healthcare worker has any appointments available today.

Sometimes regular healthcare workers may not be available, but another healthcare worker may be able to see your young person on the same day.

- Let the medical reception staff know if your young person is willing to see a different healthcare worker today.
- Let the medical reception staff know if your young person would prefer to see a male or female healthcare worker.

If a same-day appointment is available, follow the instructions on the previous page to confirm appointment details.

If a same-day appointment is not available, the medical reception staff may suggest other health services that may be able to help your young person today.

## **On the day of your appointment:**

- Confirm your young person has everything they need to take with them.
- Plan to arrive 5 minutes before the appointment time.
- If you or your young person are concerned about waiting times, you can:
  - call the medical reception staff before you leave home to confirm if they are running on time (they may ask your young person to come a little later if they are running late)
  - arrive at the appointment and let the medical reception staff know that your young person would prefer to wait outside (they can call you when it is their turn to see the healthcare worker).

## **If you need to cancel or change the date of an appointment:**

Some healthcare workers may charge a fee for late cancellations or missed appointments.

If your young person is no longer able to make an appointment, it is important to cancel and reschedule it.

- Call the medical reception staff and let them know:
  - your name
  - your young person's name
  - that your young person has an appointment they wish to cancel/reschedule
  - when the appointment is
  - the reason your young person cannot attend (if requested).
- Ask the medical reception staff:
  - if there are any cancellation fees that your young person will need to pay
  - when the next available appointment with your young person's healthcare worker is.

Once your young person has been given a new appointment time:

- ask for written appointment details
- ask about reminders and ask for additional reminders if necessary
- share appointment details with your young person's family/carers as required
- gather any information your young person needs to take with them (e.g. x-rays, referrals, test results).

