Cardiology Clinics

Outpatient Information

General Clinic Information

Location

The Royal Brisbane and Women's Hospital is located on the corner of Butterfield Street and Bowen Bridge Road, Herston. The Cardiology Clinic is situated on Level 3 of the Dr James Mayne Building. When arriving at the hospital, please enter through the main entrance off Butterfield Street and take the lifts to your left to Level 3 and you will find Cardiology Department located half-way down the corridor to your left.

Check-in / Registration

On entering the clinic, report to the reception area to check in for your clinic and confirm your contact details. This area is located directly in front of you as you enter by the main door. It is essential that you check-in so that clinic staff knows that you have arrived. Please ensure that you bring your Medicare / Health Care / Pension card with you and present these at reception. If you are a Veteran Affairs Card holder inform the receptionist at this time.

Seating

At check-in you will be directed to sit in a particular area. Please ensure that you follow these directions as the seating will be close to the clinic rooms where you will be seeing your doctor. As there may be different clinics operating at the same time it is easy to become lost in the crowd if you are not seated in the correct area. Seating within the area is limited so if you wish to bring someone with you for company it may be more pleasant for them to wait for you in the corridor area situated just outside.

Appointment Times

Since there are other clinics running at the same time, you may notice that other patients are called in ahead of you. This can occur because different clinics take different times to see patients. Please be assured that all appointments are individualised, and patients will be seen in order of their appointment times. While we always try to ensure that clinics run on time there may be some unavoidable delays as doctors can be detained and arrive late. Should this occur please inform the clinic staff if you have any concerns (such as a need to catch transport at a particular time).

Arrival time

It is recommended that you time your arrival at the clinic for approximately 15 minutes prior to your appointment time. This will give you time to complete the check-in process before attending the clinic. If you arrive more than 30 minutes before your appointment time, you may be asked to wait outside as there is only limited seating available.

Re-booking

At the end of the consultation the Doctor will tell you if you need to come back for another visit and will give you a card to present to the receptionist so that your next appointment can be booked.

Pharmacy

If you need to fill a prescription following your visit, a private pharmacy and the hospital pharmacy are both located just across the courtyard on the same floor as Specialist Outpatient Services on Level 1. You are welcome to use your own community pharmacy, however, some medications may not be on the Pharmaceutical benefits Scheme and you may have to pay extra for these.

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Transport and Parking

Rail

There are two stations that are near the Royal Brisbane and Women's Hospital. These are Bowen Hills and Fortitude Valley stations. A regular bus service is available from just outside Brunswick Street station which stops at the hospital.

Bus

The RBWH bus stop (northbound and southbound) is connected to the hospital via walkway on Bowen Bridge Road. As this is situated on a main route, services to most suburbs are regular and frequent. More detailed information regarding public transport can be obtained by contacting: TransLink on **13 12 30** or visiting the website at: www.translink.com.au.

Taxi

A taxi rank is located at the main entrance of the hospital. Public phones are also located throughout the hospital.

Private Transport

Private vehicles are able to use the set down / pick up zone at the main entrance. On-site parking facilities are available through the multi-storey stations located in Butterfield Street and Herston Road. These are privately managed facilities and so hourly and daily rates apply for their use. The parking station located in Butterfield Street connects directly with the hospital. There is no on-site parking available and only local residential parking available in the surrounding streets.

Queensland Ambulance Service

If you wish to use the QAS to transport you to and from your appointment you will need to ask your local doctor to complete a Medically Authorised Ambulance Transport Form. Please be aware that QAS transport needs to be booked at least one week before your appointment date. The phone number for routine transport bookings is **13 12 33**.

Veterans Affairs Transport

If you qualify for transport from Veterans Affairs, bookings for cars may be made by phoning: **1300 550 455.**

Facilities

There are number of services and retail facilities available at the Royal Brisbane and Women's Hospital. These include:

- Post Office
- ATM's
- Newsagent/ convenience store
- Chemist
- Florist
- Coffee shop
- Food court

Things to Remember

- Bring your Medicare card
- Bring any test results
- Bring a list of your current medications
- Let the staff know if you have to catch transport at particular time
- Inform the staff if you require any assistance

Hours of Operation

Monday to Friday	8:00 am – 4:00 pm
Public Holidays	Closed

Clinic Details

Location: Level 3, Dr James Mayne Building
Appointment Enquiries:
- Phone: 3497 3588 or
- Email: rbwh-confirmationcentre@health.qld.gov.au

Website: www.health.qld.gov.au/rbwh