

Frequently asked questions

What do I do if my symptoms are severe and/or you need urgent care?

Go to your GP or nearest Emergency Department.

What do I do if my symptoms are ok?

There is no need to request an appointment. Continue to monitor your symptoms.

Can anyone else request a follow up appointment for me?

Yes, your GP or referring doctor can request an appointment.

If I am on the PIFU pathway, can I request an appointment for a new or different health problem?

No, you can only use PIFU for the condition that was agreed upon when you started PIFU.

What happens at the end of the PIFU period?

You will be discharged back into the care of your referring Doctor. A discharge letter will be sent.

What do I do if I need to see the specialist after I have been discharged from PIFU?

See your GP to get a new referral.

Additional notes

Your opinion is important to us!

To provide feedback about your PIFU experience, send an email to: STARS_PIFU@health.qld.gov.au.



Alternatively, please scan the QR code to read more on Consumer Feedback

<https://metronorth.health.qld.gov.au/wp-content/uploads/2021/02/fs-consumer.pdf>

Metro North Health



Queensland Government

Metro North Health's vision

Creating healthier futures together—where innovation and research meets compassionate care and community voices shape our services.

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Surgical Treatment and Rehabilitation Service (STARS) – Outpatient Department

Patient Initiated Follow-up (PIFU)

Patient Information

Metro North Health



Queensland Government

What is a 'patient initiated follow up' (PIFU)?

Patient initiated follow up, also known as PIFU, means you are in charge of booking your own follow up appointment.

Instead of the hospital automatically arranging a follow up appointment, you contact us when you need to see the specialist team again.



PIFU is not a replacement for urgent medical advice or treatment. If you need urgent care, go to your GP or nearest emergency department.

How does PIFU work?

- You and your specialist team will decide together whether PIFU is right for you
- Your GP and referring Doctor will be informed you are on the PIFU pathway
- You can use PIFU for **9 months**
- During that time, if your symptoms become worse or persist, a follow up appointment can be requested by contacting the PIFU team
- The Admin team will then book an appointment with the Specialist.

PIFU appointments

When to request an appointments:

If your symptoms persist or get worse and/or you have trialled the treatment plan recommended by the Specialist and it's not working. Your Specialist may also give you specific symptoms to look out for.



Step 1

Check you are still within the PIFU timeframe (if not, see your GP).



Step 2

Call the PIFU phone number below:

07 3647 6114 OR

Send an email to the below address:
STARS_PIFU@health.qld.gov.au.



Step 3

Have the following information ready prior to speaking with the staff and/or include the below details in your email:

- your name
- date of birth
- hospital reference number (if known)
- the reason you need an appointment.



Step 4

Check your text messages and emails for any information. Be ready to answer a call from Admin who will organise an appointment with you.

Note – calls may appear as a private number on your phone.



Why choose PIFU

- It gives you more say over how your follow-up care is delivered
- You are able to access the specialist help you need, when you need it
- It reduces unnecessary appointments, saving you time and money and freeing up clinics for other patients to be seen.