

Physiotherapy Outpatient Department

This handout has been prepared to assist you when attending your treatment at the Physiotherapy Outpatient Department at The Prince Charles Hospital (TPCH).

If you have any questions about the information in this leaflet, please ask your physiotherapist or the receptionist, or contact us on the details below.

It is our aim to provide high quality and timely care to all patients referred to our services.

As such, certain guidelines and policies are followed to enable us to achieve this aim.

- It is the policy of the hospital that all patients must be referred by a Health Professional (HP) - this may be your GP, Medical Specialist at TPCH, or a HP at another facility.
- The physiotherapist will treat only the condition for which you are referred. If you need treatment for another condition, you need to be reviewed by your doctor and referred for that condition.
- Referrals are prioritised for treatment based on clinical urgency, and at times there may be a waiting list for treatment. A course of treatment appropriate to your condition will be offered to you, however we cannot treat you indefinitely.

Receiving your appointment details

Late Notice Appointment Offer

If a late notice appointment becomes available in our clinic, we may contact you via SMS with an appointment offer. These SMS offers can be sent to up to 20 patients at a time, based on their position on the Physiotherapy waitlist. Appointments are booked to the first patient/s that call back and confirm an appointment time. If a late notice appointment has been booked, we will send a follow-up SMS to notify you that the appointment is no longer available.

If you are unable to attend the appointment offered, simply disregard the message. If you do not wish to receive late notice appointment offers in the future, please contact the call centre so we can update your preferences.

When you become the next available patient on our waitlist, you will be contacted by phone or mail with an offer of appointment.

Confirming your appointment

You need to let the hospital know you'll be coming to the appointment:

- Reply **"Yes"** to the text message with your **full name and date of birth**, or
- Call the number in the message (sometimes there is a wait when you call our call centre), or
- Email the hospital (email address will be in the message).

Appointments

The Physiotherapy department operates by appointment only. Once you have confirmed your appointment, an SMS reminder will also be sent to your mobile phone seven days and two days before your appointment, however the SMS are a courtesy only. Please do not rely on the courtesy SMS to remind you of your appointment.

- Your text message that will start with **"The Prince Charles Hospital"** and include a **"Reference Number"**
- Some patient's service providers may block these SMS as 'scam SMS's'. You may need to **check your text spam folder** or **"Unknown" folder** in case the message goes there.
- You can **save this number** as "The Prince Charles Hospital – Appointments" for further Messages.

It is important that you arrive punctually and check in at reception so that you may receive the full treatment for that session. We aim to treat patients on time; if you have been waiting for more than 10 minutes after your appointment time, please notify Reception.

Your Physiotherapist

Every effort is made to assign a Physiotherapist who will continue for the duration of your treatment. However, Physiotherapists are rostered for weekend and evening work to treat hospital inpatients and may then be rostered off work during the following week. They may also have holiday leave accrued. During this time, a relief Physiotherapist will be assigned for your treatment. It is important that you attend on these days to continue the management of your condition and progress your treatment.

Your Treatment

It is essential that you make a commitment to attend your appointments and follow the advice of your Physiotherapist to achieve the maximum benefit from the course of Physiotherapy. Your Physiotherapist will continually review and adjust your treatment depending on your progress. If your improvement is limited, your Physiotherapist will discuss options available to you and may refer you back to your doctor for alternate management.

You have the right to decide if you wish to seek treatment other than Physiotherapy for your condition. Please discuss your decision with your physiotherapist prior to seeking alternative treatment.

Cancellations

It is understood that unexpected sickness and other medical appointments, as well as transport issues, can occur. If you are unable to attend your appointment, please contact us within office hours on 3139 4443 as soon as possible. We ask that you give us at least 24 hours' notice, where possible, so that we may schedule another patient for that appointment time.

If you do not attend your confirmed appointments, you may be discharged from the clinic and any subsequent appointments cancelled. This may occur if you fail to attend 2 appointments, cancel 2 appointments with less than 24 hours' notice, decline two initial appointment offers, do not reply to an appointment offer, or cancel three appointments in total. If you require further treatment, you will then need to obtain a new referral from your doctor.

What to Wear

When attending your appointment, please wear comfortable loose clothing. Alternatively, please bring shorts or singlets to change into to allow your Physiotherapist to observe and treat areas of the body covered by your clothing, such as the spine, knees and shoulders. If you are uncomfortable with removing items of clothing, please let your treating physiotherapist know.

What to bring with you

- Medicare card
- Current medication list
- Recent relevant x-rays, scans, ultrasounds, or any other test reports
- Date of your next specialist appointment
- Work Cover claim number (if relevant)
- Water bottle if participating in an exercise class/group

Where to find us

Physiotherapy Department
The Prince Charles Hospital
Ground Floor, Main Building
627 Rode Road,
Chermside, QLD 4032

Contact Us

Phone: 07 3139 4443

Business Hours: Monday to Friday (excluding public holidays) 8am to 3:30pm

Email: TPCH-Allied-Health-Admin@health.qld.gov.au