

If you are unsure about anything, please ask your care team, as they are here to help. Please use this space to write down questions:

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### Our Frequently Asked Questions

If you are told by a doctor or nurse that you will be seen in RAC, you should receive a call from the hospital within 2-3 days advising of your RAC appointment day and time.

If you have not heard from the clinic after 3 business days you can contact the RAC team on 3139 6721 Monday-Friday 8 - 4pm

### How do I provide feedback?



Speak to  
your care  
team



Scan the QR  
code



Fill in a paper  
feedback  
form

# The Prince Charles Hospital General Medicine RAPID ACCESS CLINIC SERVICE (RAC)

The Rapid Access Clinic (RAC) provides access to a general medical doctor within the hospital. You may be referred by your General Practitioner (GP) or a doctor from the hospital.

## When you arrive

- When you arrive at the main entrance of The Prince Charles Hospital, take Lift A to level one.
- Turn left out of the lift and follow signs to DUIT (Day Unit for Investigations and Therapies).
- Sign in with the administration officer in DUIT. She will advise the RAC doctor of your arrival and show you the waiting area.
- Download the Metro North 'way to go' app or ask a volunteer in a yellow shirt if you need assistance with directions.



People who use this service have given feedback on this information

## What do I need to know about RAC?

RAC is located on level one of The Prince Charles Hospital, in the corridor between Rapid Assessment Medical Service (RAMS) and Day Unit for Investigations and Therapies (DUIT)

RAC is open Monday-Friday 8-4pm

You may be seen in the clinic to receive your test results or because your GP or hospital doctor has requested continuation of your care in the clinic.

## When and how should I urgently seek medical attention?

RAC does NOT provide emergency care. In an emergency dial 000 or present to the nearest emergency department.

Learning about your condition helps you to understand how to look after yourself. Please ask your team for more information or support if required.