

Metro North Waitlist Audit

Questions and Answers

If you are waiting for an outpatient appointment, you may receive a text message from **QLD Health** asking you to complete a waitlist audit check. This check helps us:

- Make sure your contact details are correct
- Check if you still need your appointment
- Understand your appointment preferences

You can watch the short video on this page for a simple step-by-step guide.

Why did I get a text message?

You received a text message because you are on a waiting list for an outpatient appointment.

We are checking that:

- You still need your appointment
- We have the right contact details for you

How do I know the text message is real?

The text message will come from **QLD Health**. This is the sender's name that will appear on your phone.

The link in the message will take you to a secure Queensland Health website.

Why do I need a verification code?

Before you can access your information, we need to make sure it is really you.

This helps keep your personal information safe.

Why did I get a code from "msverify"?

The verification code is sent from **msverify** on behalf of Queensland Health.

This is a normal part of the security process.

Is my information safe?

Yes. The waitlist audit system is owned and managed by Queensland Health.

Your information is protected and only used for your healthcare.

My health has changed. Can I update this in the waitlist check?

No. This waitlist check is not a clinical review.

If your health has changed, please see your GP. Your GP can send an update to the hospital for review.

Metro North Health's vision

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

Metro North
Health



Queensland
Government

What information will I need?

You may be asked to check or update:

- Your phone number and address
- Medicare details
- GP details
- Next of kin or emergency contact details
- NDIS details (if you have them)
- Interpreter, cultural and communication needs

How long will it take?

Most people can complete the waitlist check in five to ten minutes.

Do I have to complete it online?

No. If you prefer, you can request a paper form to be mailed to you.

Can someone help me?

Yes. A trusted family member, carer or support person can help you complete the form.

What if I no longer need my appointment?

You can tell us that you no longer need your appointment. We may ask you why.

Some clinics may need a doctor to review this request before you are removed from the waiting list.

What if I still need my appointment?

You can tell us that you would like to stay on the waiting list. We may ask whether:

- You can attend by telehealth (video appointment)
- You can travel to another hospital
- You can attend at short notice
- There are dates when you are unavailable

Will this change my place on the waiting list?

Completing the waitlist check helps us keep your information up to date.

It does not change your place or automatically remove you from the waiting list.

What if my details are wrong?

You can update your details during the waitlist check before you submit your answers.

What happens if I make a mistake or need help?

If you make a mistake or need to change your answers, please contact us using the phone number or email address in your text message.

This will help make sure your enquiry is sent to the correct Metro North Health team.

Thank you for completing your waitlist check.

Your response helps us make sure we have the right information and can contact you about your appointment.