Metro North Hospital and Health Service

Metro North Waitlist Audit

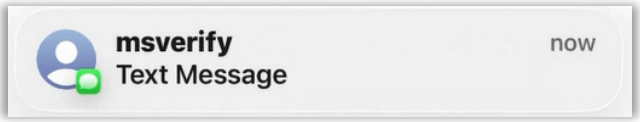
This quick reference guide explains what to expect if you receive a digital waitlist audit SMS from Metro North Health.

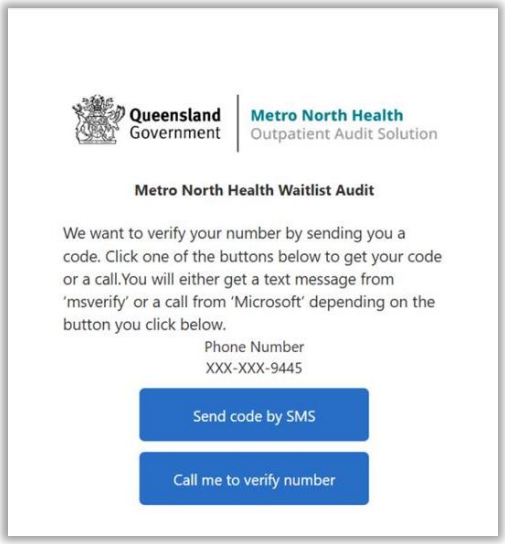
If you are on an outpatient waiting list at a Metro North Health facility you may receive an SMS asking you to complete a digital waitlist audit. The process is quick and easy.
It helps us ensure your details are up to date and confirms whether you still need your appointment.

Step 1) Click on the first link within the SMS sent from 'QLD Health' to complete the short online form.

Step 2) You will be asked to verify your identity. You can choose to get a code by SMS or verify by phone call.

- *If you choose SMS, the verification code will be sent from **msverify.***

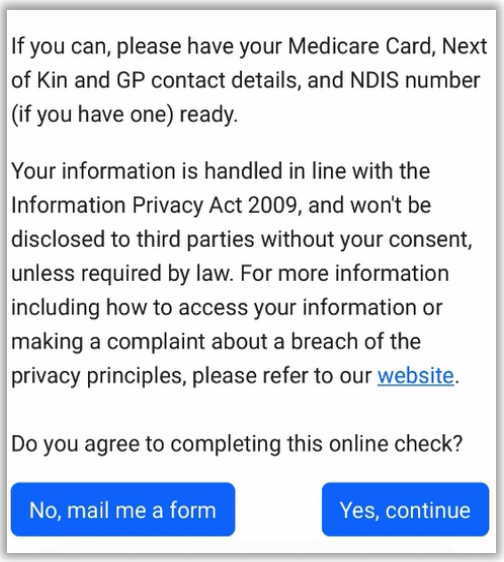




Step 3) Enter the verification code or follow the prompts provided during the phone call.

Step 4) Once verified, you will see an information and privacy page where you can choose to continue with the online form or request a paper form to be sent via mail. It will also ask you to have your Medicare Card, Next of Kin details, and NDIS number (if you have one) ready.

- *If you choose a paper form, you will be asked to confirm your address before exiting the survey.*
- *If you choose to continue, the next screen will display the speciality and hospital you are waiting to see.*



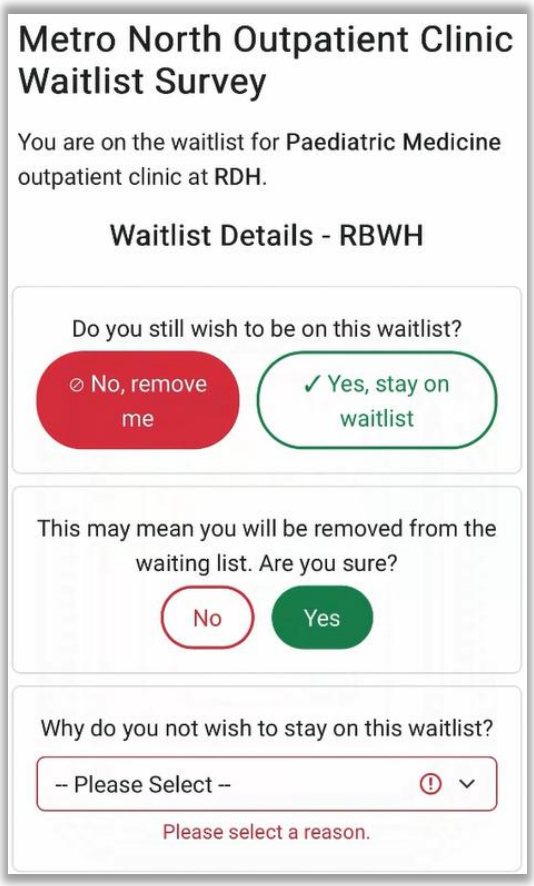
Metro North Health's vision
Creating healthier futures together—where innovation and research meets compassionate care and community voices shape our services.

Metro North Health | Queensland Government

V1 Effective: August 2026 Review: August 2027

Step 5) You can choose to stay on the waitlist or be removed.

- *If you choose to be removed from the list, we will ask you to provide a reason. Some clinics may also require clinical review prior to removal.*
- *If you choose to remain on the waitlist, we will ask you about your preferences including if you are happy to travel to another hospital, if you can come at short notice, if you prefer video appointments (telehealth) and if there are any dates that you are unavailable to attend.*



Step 6) Review and update your personal information including your contact details, Medicare details, Next of Kin details, General Practitioner (GP) details, NDIS details (if applicable) and communication preferences.

- *For privacy, your personal information will appear partially masked and will only need to be updated if they are incorrect.*

Step 7) Review your answers and update anything that is incorrect. When everything is correct, click *Submit*. A message will ask if you are sure. Click *Confirm Submit* to send your response.