About waiting lists

# What are Specialist Clinics?

Specialist Clinics are medical clinics where you can see specialist doctors, allied health professionals or nurses about a specific health problem. You need a referral from your General Practitioner (GP) or family doctor, or other health care worker to see a specialist. Specialist clinics are also called ‘outpatient’ clinics.

# Why am I on a waiting list?

You are on a waiting list to see a doctor or other health professional about your health problem because there are no appointments available at the moment. Some clinics have short waiting lists; others have long waiting lists.

# How can I be seen sooner?

If you wish to be seen sooner, you could choose to see a private specialist. You can also speak to your doctor about referring you to another hospital.

# What if my health or condition changes?

If your health changes, please go and see your GP. In an emergency, go to your nearest hospital emergency room.

# What if I do not want or need to stay on the waiting list?

Please tell us if you do not need to stay on the waiting list. For example, you are seen at another hospital. This can help us to shorten our waiting list and see somebody else earlier.

# How will I find out about my appointment?

We will phone you, send you a letter or a SMS to tell you that an appointment is available. We will tell you what you need to bring to the appointment.

# What if my contact details change while I am on the waiting list?

It is important that we have your current details so that we can contact you. Please call or email us if your contact details change. For example, if you move house or change your phone number.

# What if I change my GP?

We also need to be able to contact your GP to send them information about your care. Please tell us if you change your GP while on the waiting list.

# What if I need extra support?

Please tell us if

- You have a disability

- You need an interpreter or other cultural support

- You need help with transport

We will share information about your care with your GP and other health professionals involved in your care.