



Public Health

When your
doctor refers
you to a
specialist at
the hospital



**The Doctor has referred
you to a specialist at the
Public Hospital.**

**This service does not
cost you money.**

- ▶ For non-urgent problems it will take 8 - 12 weeks to get a letter from the specialist clinic. It will arrive in the mail. It may take up to 6-12 months to get an appointment to see the specialist.
- ▶ Make sure that you read the letter when it arrives or get someone to read it to you. If you cannot attend the appointment at the time given telephone the clinic and change the time.
- ▶ You may need to have some tests such as an xray before your appointment. It is important that you do this so that the doctor can diagnose your problem.
- ▶ Make sure that the clinic knows that you will need an interpreter and any specific requests, for instance that you will need a female interpreter.
- ▶ If you do not go to your appointment it will take a long time to get a new appointment. Please telephone the clinic and cancel your appointment if you cannot go for any reason and ask for a new time.
- ▶ The specialist doctor will send a report to your General Practitioner. This will arrive at your GP's 2-3 weeks after you saw the specialist. If you have more than one GP it may be difficult to find out what your problem is, as the specialist's report will go to the doctor who referred you.
- ▶ Getting to clinic appointments needs organisation. You will need to make sure that your children have some one to care for them, you have enough time to use the bus or someone to take you. You can book a St John Health Shuttle bus to come and pick you up at your house. You will need to book the shuttle the day before (information attached) You need to allow half an hour to find the clinic if you don't know where it is.
- ▶ It is important to be on time as many people will have appointments and you don't want to miss your turn.
- ▶ If you are admitted to hospital make sure that you tell the admissions clerk know that you need special food.