



Your GP has referred you to Albany Health Campus Outpatients – What Happens Now?

Outpatients provides medical care in a hospital clinic without the need for a hospital stay. These services may be provided by specialist doctors, nurses or allied health staff.



We will assess (triage) your referral and decide how soon you should be seen using the information your GP has provided about your symptoms or condition. Your referral is then placed on the appointment waitlist.



We will contact you when an appointment is available (by letter or phone). Your appointment date will be based on how soon you should be seen, how many other people are on the waitlist, and how often the service runs.



Your appointment may be in person, by phone or by Videocall. Videocall is easy to use and lets you attend your appointment by video using your smartphone, tablet, or computer – wherever there is good internet connection.



You may need 'tests' done before your outpatient appointment. Ask to have your test results uploaded to My Health Record so your care team can see them. (Note that some tests may incur a fee – ask your GP for more information).



You will receive an SMS reminder two or three days before your appointment.



If you cannot attend your appointment, please let us know as soon as possible. If you do not attend your appointment more than once, we may need to remove you from the waitlist.



If your condition worsens while waiting for your appointment, see your GP as soon as possible, or go to your local hospital emergency department.

Contact us: Albany Health Campus Outpatients, 9892 2222

Public outpatient services provided at AHC are free for patients with a valid Medicare card.