

## Outpatients

# Tips for your visit to outpatients



Here is some useful information to help prepare for your Outpatients appointment at the Queensland Children's Hospital.

### Appointment queries

Your appointments are co-ordinated by Queensland Children's Hospital Outpatients. If you have any questions or cannot attend an appointment, please call 1300 762 831, Monday to Friday, 8.30am to 4.30pm.

### Travelling

If you are travelling more than 50 kilometres from your local hospital to attend an appointment at the Queensland Children's Hospital, you may be eligible for a subsidy for the cost of travel or accommodation through the Patient Travel Subsidy Scheme (PTSS). Enquiries about the PTSS should be made with your nearest public hospital. Read more at [www.qld.gov.au/health/services/travel/subsidies](http://www.qld.gov.au/health/services/travel/subsidies) or call 13HEALTH (13 43 25 84).

### Driving and parking

A set-down area is located at the main entrance on Raymond Terrace. There are also several car parks close to the hospital.

**Queensland Children's Hospital carpark:** Entry to the basement car park is from Raymond Terrace (corner of Graham Street). Height clearance at entry is 2.2 metres. A total of 22 disabled carparks are located on Level B1. These spaces have a height clearance of up to 2.5 metres to allow operation of lifts and hoists once a car is parked.

Take note of where you park and whether you are going up in the A or B lifts. Pay machines are located on each level of the car park, near the lifts. Cash or credit/debit cards payment are accepted.

If your vehicle's height exceeds the hospital's basement car park entry clearance of 2.2 metres contact hospital security on 3068 5128 prior to visiting to arrange alternative parking arrangements.

**Families experiencing financial hardship may be eligible for parking assistance. For further information contact the Patient Family Travel Hub on 3068 5320 or 3068 3805, visit the team at the desk on Level 6 of the hospital (Monday to Friday from 7.30am to 6.00pm) or read more at [www.childrens.health.qld.gov.au/qch/visiting-staying/parking](http://www.childrens.health.qld.gov.au/qch/visiting-staying/parking)**

**Hancock Street car park:** Entry via Hancock Street (height clearance 2.25 metres).

**Mater Hill West car park:** Entry via Stanley Street and Water St (height clearance 2.1 metres for both entries).

**Mater Hill East car park:** Entry via Allen St (height clearance 2.3 metres).

### A helping hand while collecting your car

Volunteers in the Family Resource Centre on Level 2 of the hospital can watch your child for up to 15 minutes while you collect your vehicle from the Mater car parks. This help is available from 9.30am to noon and 3pm to 5pm, Monday to Friday. This service is provided by the Children's Hospital Foundation and depends on the availability of volunteers.

## Public transport

The Queensland Children's Hospital is within easy walking distance of regular bus, train and ferry services.

### Bus

Mater Hill Busway Station, part of Translink's South East Busway, is located on Stanley Street, approximately 100 metres from the hospital.

### Train

South Bank Train Station is about 350 metres from Queensland Children's Hospital. There are regular services to Roma Street Station's Transit Centre, which is only two stops from South Bank. Trains also run frequently between South Bank Station and the Gold Coast.

### City Cat and City Ferry

Three ferry terminals are located along Clem Jones Promenade at South Bank, approximately 500 metres from the hospital.

The CityHopper ferry is a free service providing ferries every 30 minutes between 6am and midnight, seven-days-a-week. The CityHopper travels along the Brisbane River between North Quay and Sydney Street, New Farm, and stops at both the South Bank Parklands and Maritime Museum, both of which are only a short walk from the Queensland Children's Hospital.

For further information and timetables, see the Translink website or call 13 12 30.

## How to talk with your child about their visit

It often helps to show children where they will be going, who they will meet and some of the fun things to do and see while you're at the hospital. See our website for more information – [www.childrens.health.qld.gov.au](http://www.childrens.health.qld.gov.au)

## Emotional and other support

A range of support is available including:

- Aboriginal and Torres Strait Islander Liaison Officers
- Interpreter services
- Emotional support if your family are facing difficulties
- Information about services such as Centrelink

Email Social Work and Welfare Department at [qch-socialwork@health.qld.gov.au](mailto:qch-socialwork@health.qld.gov.au) or call 3068 2940 (Monday to Friday, 8am to 4.30pm).

## Connect with the hospital and other families

Our hospital e-newsletter, *Connections*, is for families. You can subscribe for free at [www.childrens.health.qld.gov.au/chq/information-for-families/connections](http://www.childrens.health.qld.gov.au/chq/information-for-families/connections)

Outpatient clinic	Level
Allied health – Dietetics, Occupational Therapy, Physiotherapy, Psychology, Music Therapy, Speech Pathology (6a)	6
Child Development (6d)	6
Oral Health (6b)	6
Rehabilitation (6g)	6
Neurology / Metabolic / EEG (6c)	6
Social Work and Welfare (6f)	6
Burns (5e)	5
Oncology (5c)	5
Respiratory / Sleep Medicine (5a)	5
Audiology – incl. childhood hearing clinic (3a)	3
Cardiac (3d)	3
Medical – Allergy, Diabetes, Dermatology, Endocrinology, Immunology, Infectious Diseases (3c)	3
Otolaryngology Head and Neck Surgery (OHNS)/ Ear, Nose and Throat (ENT) (3a)	3
Pathology collections	3
Surgical – Gastroenterology and Hepatology, Paediatric Surgery, Plastics and Reconstructive, Maxillo-facial and Neurosurgery (3b)	3
Child Protection (2f)	2
General medicine – Genetics, Haematology, Pain, Palliative Care, Psychiatry, Renal, Rheumatology (2e)	2
Ophthalmology (eye) (2d)	2
Medical imaging (1a)	1
Orthopaedics (1b)	1

## What to bring

- Any relevant medical information and a Medicare card.
- An iPad or book is great to bring for the waiting room. There will soon be free device charging stations throughout the hospital.
- Snacks. There are also a number of cafes/vending machines where you can buy food and drinks. The food court and convenience store are located on Level 2.
- Any questions that you might like to ask your child's health professional. Your child might have some questions too! It's easy to forget what you were planning to ask, so you may like to write them down and take them with you.

Updated: March 2019

## Contact us

📍 Queensland Children's Hospital  
501 Stanley St, South Brisbane

📞 07 3068 1111 (switch)  
1300 762 831 (direct to outpatients)  
8.30am–4.30pm Monday to Friday

🌐 [childrens.health.qld.gov.au](http://childrens.health.qld.gov.au)