

Facilities

There are a number of services and retail facilities available at the RBWH. These include:

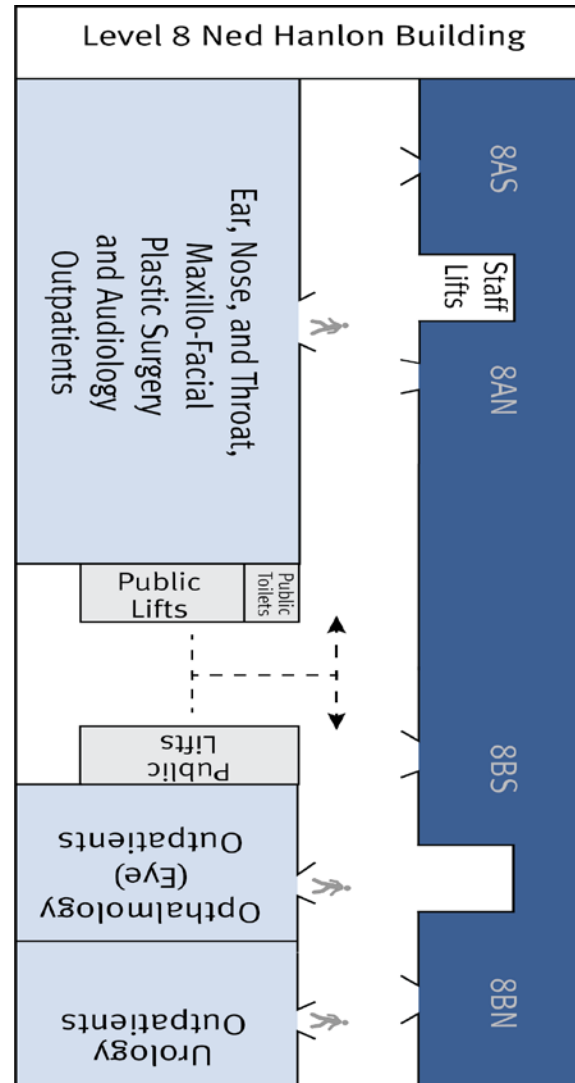
- Post Office
- ATM's
- Newsagent / convenience store
- Chemist
- Florist
- Coffee shop
- Food court

Things to Remember

- Bring your Medicare card
- Bring Photo ID
- Bring any test results
- Bring a list of your current medications
- Let the staff know if you have to catch transport at particular time
- Inform the staff if you require any assistance
- If you are a diabetic or a wheelchair bound patient, please ensure you bring food to sustain your visit.

Location

The ENT Department is situated on Level 8 of the Ned Hanlon Building. When arriving via the main entrance off Butterfield St, take the lifts to Level 8 and you will find us located half way down the corridor on the left hand side, upon exiting the lifts.



Ear Nose & Throat (ENT)

Hours of Operation:
Monday to Friday: 8 am – 4 pm
Public Holidays: Closed

Royal Brisbane and Women's Hospital,
Ned Hanlon Building, Level 8,
Butterfield Street, Herston, QLD 4029

Appointment Enquiries: **07 3646 6810**
www.health.qld.gov.au/rbwh

Check-in / Registration

On entering the clinic, report to reception area. It is essential that you check-in so that clinic staff knows that you have arrived.

Please ensure that you bring your Medicare / Health Care / Pension card / Photo ID with you and present these at reception. If you are a Veteran Affairs Card holder or attending under workers compensation please inform the receptionist during check in.

Seating

At check-in you will be directed to sit in a particular area. Please ensure that you follow these directions. It is easy to become lost in the crowd if you are not seated in the correct area.

Seating is limited so if you wish to bring someone with you, it may be more pleasant for them to wait for you in the corridor outside.

Appointment Times

Since there are other clinics running at the same time, you may notice that other patients are called in ahead of you. This can occur because different clinics take different times to see patients. Please be assured that all appointments are individualised and patients will be seen in order of their appointment times.

While we always try to ensure that clinics run on time, due to unavoidable delays there can be up to 1-2 hours wait to see a Specialist. Should this occur please inform the clinic staff if you have any concerns, for example long distance travel and/or need to catch transport at a pre-arranged time.

Arrival time

It is recommended that you time your arrival for 15 minutes prior to your appointment. This will give you time to complete the check-in process. If you arrive more than 30 minutes before your appointment, you may be asked to wait outside as there is only limited seating available.

Re-booking

At the end of the consultation the Doctor will tell you if you need to come back for another visit and will give you a card to present to the receptionist so that your next appointment can be booked.

Pharmacy

If you need to fill a prescription following your visit, a private pharmacy and the hospital pharmacy are both located just across the courtyard on the same floor as Specialist Outpatient Services on Level 1. You are welcome to use your own community pharmacy, however, some medications may not be on the Pharmaceutical Benefits Scheme and you may have to pay extra for these.

Transport and Parking

Rail

There are two stations near the RBWH – Bowen Hills and Fortitude Valley Stations. A regular bus service is available from outside Brunswick Street Station which stops at the hospital.

Bus

RBWH bus stop (northbound and southbound) is connected to the hospital via walkway on Bowen

Bridge Road. As this is situated on a main route, services to most suburbs are regular.

More information regarding public transport can be obtained by contacting TransLink on **13 12 30** or visiting www.translink.com.au

Taxi

A taxi rank is located at the hospital's main entrance. Public phones are located throughout the hospital.

Private Transport

Private vehicles are able to use the set down / pick up zone at the main entrance. On-site parking is available through Butterfield St and Herston Rd. These are privately managed so hourly and daily rates apply. Parking located in Butterfield St connects directly with the hospital. There is no on-site parking available and only local residential parking is available.

Queensland Ambulance Service

If you wish to use QAS to transport you to and from your appointment you will need to ask your local doctor to complete a Medically Authorised Ambulance Transport Form. Please be aware that QAS transport needs to be booked at least one week before your appointment date. For routine transport bookings, phone **13 12 33**.

Veterans Affairs Transport

If you qualify for transport from Veterans Affairs, bookings for cars may be made by phoning: **1300 550 455**.