

Physiotherapy Outpatients

This handout has been prepared to assist you when attending your treatment at the Physiotherapy Outpatients Department at The Prince Charles Hospital (TPCH).

If you have any questions about the information in this leaflet, please ask your physiotherapist or the receptionist.

It is our aim to provide effective and efficient care to all patients referred to this department for Physiotherapy.

To assist this, and as there is a waiting list for treatment, there are certain guidelines/policies which are followed:

- It is the policy of the hospital that all patients must be referred by a Health Professional (HP) – this may be your GP, Medical Specialist at TPCH or a HP at another facility.
- The physiotherapist will treat only the condition for which you are referred. If you need treatment for another condition, you need to be reviewed by your doctor and referred for that condition.
- Referrals are prioritised for treatment based on clinical urgency. A course of treatment appropriate to your condition will be offered to you, we cannot treat you indefinitely.
- You have the right to decide if you wish to seek alternate treatment from practitioners other than Physiotherapy.

Appointments

The Physiotherapy department operates by appointment only. An SMS appointment reminder will be sent to your mobile the day before your appointment. It is important that you attend punctually so that you may receive the full treatment for that session. We aim to treat patients on time; if you have been waiting for more than 10 minutes after your appointment time please notify Reception.

Cancellations

It is understood that unexpected sickness and other medical appointments, as well as transport issues do occur. If you are unable to attend your appointment please phone us as soon as possible on 3139 4443 within office hours.

We ask that you give us at least 24 hours' notice, if possible, so that we may schedule another patient for that appointment time.

Patients who cancel, or fail to attend 2 appointments or decline offers of initial appointments may be discharged from the clinic and subsequent appointments cancelled. If you require further appointments, you will then need to obtain a new referral from your doctor.

Your Physiotherapist

Every effort is made to assign a Physiotherapist who will continue for the duration of treatment. However, Physiotherapists are rostered for weekend and evening work to treat hospital in-patients, and may then be rostered off work during the following week or have accrued leave. During this time, a relief Physiotherapist will be assigned for your treatment. It is important that you attend on these days to continue your treatment and progress.

Your Treatment

It is essential that you make a commitment to attend your appointments and follow the advice of your Physiotherapist to achieve the maximum benefit from the course of Physiotherapy. Your Physiotherapist will continually review and adjust your treatment depending on your progress. If your improvement is limited, your Physiotherapist will discuss options available to you and may refer you back to your doctor for alternate management.

What to wear

When attending your appointment, please wear comfortable loose clothing. Alternatively please bring shorts or singlets to allow your Physiotherapist to observe and treat areas of the body covered by your clothing like the spine, knees and shoulders.

Where to find us

Physiotherapy Department
The Prince Charles Hospital
Ground Floor Main Building
Rode Road
CHERMSIDE QLD 4032

Contact Us

Phone: 07 3139 4443

Business Hours: Monday to Friday (excluding public holidays) 8am to 4pm

Email: TPCH-Allied-Health-Admin@health.qld.gov.au

What to bring with you

- Your Medicare card
- Current medication list
- Recent relevant x-rays, scans, ultrasounds or any other test reports
- Date of your next specialist appointment
- WorkCover claim number (if relevant)
- Water bottle if participating in a group/class