

ASSISTANCE

Assistance may be available through V.P.T.A.S (Victorian Patient Transport Assistance Scheme) for travel and accommodation costs (conditions apply).

To obtain a copy of the V.P.T.A.S. form-

- Ask at reception
- Contact Wimmera Volunteers
(03) 5382 5607
- Or phone the Department of Human Services
(03) 5352 0100

For information on services to assist with additional needs –

- Ask
- at the hospital or community health centre
 - at the local council office
 - at the Doctors reception
 - at Wimmera Volunteers

FURTHER ASSISTANCE

For medical advice and information after hours:

Grampians After Hours (Local)

1800 641 395

Nurse on Call (Victoria Wide)

1300 60 60 24

Medications

Medicines Line - 1300 888 763

For more detailed information and a review of your medicines, ask your doctor to organise a Home Medicines Review. (conditions apply)

TRANSPORT

Contact the V Line terminal on
53 811 871 or 136 196
or ask at your local council

HOME SERVICES

Assistance at Home – local Council
Meals on Wheels – local Council
District Nursing – local Health Service

Further copies of this brochure can be downloaded from www.westvicdiv.asn.au

MAKING THE MOST OF YOUR DOCTOR'S VISIT



When Visiting Your Doctor, Remember

YOU

*Are Responsible For Your General
Health And Well Being*

This brochure is supported by financial assistance from the HACC program.

BEFORE YOUR APPOINTMENT

Write down your symptoms, concerns and questions.

Book a longer appointment if you have more than one problem to discuss.

Consider taking someone with you for moral support or to be your second set of ears.

Compile a list of your current medications including prescribed medicines, purchased medicines, herbal medicines and vitamins.

Plan when you will need a new script and make doctor's appointments well ahead of time.

ON THE DAY

Contact the medical centre and ask if the appointments are on time. (delays can occur if the Doctor has been called out to an emergency)

Take

- your list of concerns
- your medication list
- a book to read if the Doctor is delayed
- a pen and pad for taking notes
- your support person (if you wish)

AT THE APPOINTMENT

Explain your situation fully and honestly – use your list. Include any issues which may be impacting on your health

Ask questions. Be sure all your questions are answered and that you fully understand

Use your support person to listen and take notes.

Have the doctor repeat information if you do not understand.

Understand what each of your medications are for; its name, strength and when to take it. Remember, if medications are used incorrectly, they can be harmful.

Consider what your additional needs may be as a result of your illness. Discuss this with your Doctor.



A REFERRAL TO A SPECIALIST

With the majority of specialists located in regional centres and cities, it is likely that you will need to travel for appointments.

If you have concerns about attending the appointment it is important that you tell the Doctor.

Your concerns could include:

- **Unsuitable** appointment date and/or time.

A 9.00 am appointment in Ballarat or Melbourne can be difficult.

Is the time convenient to public transport services?

- **Location.**

Is this the nearest location?

Is a visiting service available?

Can the appointment be with the visiting specialist?

- **Access.**

Do you need someone to accompany you?

Do you have someone to accompany you?

Is accommodation needed?

What is the nearest accommodation facility?