



St Vincent's

*Continuing the Mission of
the Sisters of Charity*



Welcome to St. Vincent's Clinics

St. Vincent's Clinics offer over 40 public clinics, ranging from general medical to specialist medical and surgical clinics. At St. Vincent's Clinics, staff will assess your condition and discuss treatment options with you.

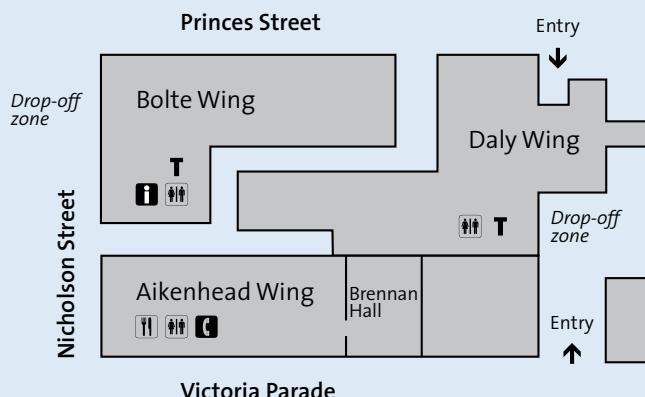
St. Vincent's Clinics are open:

8.30am to 4.30pm Monday to Thursday
8.30am to 2.00pm on Friday

Frequently asked questions

Where are St. Vincent's Clinics?

St. Vincent's Clinics (also call the Outpatients department) is located in the Daly Wing at 35 Victoria Parade, Fitzroy.



Privacy and your health information

For more information about your privacy please ask for the brochure *Privacy and your health information* or visit the patient information section at www.svhm.org.au

Feedback

If you would like to provide us with feedback please contact the Clinics Team Leader on 03 9288 3475.

Important reminder

Please notify us as soon as possible of the following:

- Change of address
- Change of GP details
- If you are unable to attend your appointment

Clinics Tel: 03 9288 3475

General St. Vincent's enquiries: 03 9288 2211

St Vincent's Clinics

Information for out-patients

Mission

*Our health service is based on and driven by our quest for:
Compassion – Justice – Human Dignity – Excellence – Unity*

How do I get there?

The closest train station is Parliament Station. Trams that travel past St. Vincent's include routes 109, 112, 96, 86, 24 and city circle.

Limited car parking is available at commercial rates:

- Public car park beneath the St. Vincent's Inpatient Services Building. Enter from Fitzroy Street off Victoria Parade
- Public car park at the Exhibition Building/ Melbourne Museum. Enter from Rathdowne Street or Nicholson Street
- Public car park behind St Vincents & Mercy Private Hospital. Enter from Fitzroy Street off Victoria Parade
- Metered parking spaces in the streets near St. Vincent's. Council parking officers are vigilant so take care to note any parking restrictions

What are the Red and the Blue Clinics?

The colours red and blue indicate the two different sections within the Clinics. The wall colours will help you identify each section. The Blue waiting room is the closest to the Daly wing main entry and the Red clinic is further along the corridor on the right.

How long will my appointment take?

We recommend you allow up to two hours for your appointment. While we endeavour to conduct appointments at the time indicated, delays can occur due to medical emergencies and other circumstances.

When will I be seen?

You will be seen in order of your appointment time, therefore if you arrive early you will not be seen earlier than your allotted appointment. There are a number of different clinics that run at the same time. Occasionally priorities change and patients with special needs may be seen out of order.

What if I need an interpreter?

If you are from a non-English speaking background the hospital can provide a free, confidential interpreter. Please phone St. Vincent's Clinics on 03 9288 3475 to arrange an interpreter. 24 hours notice is required for some languages.

Important: If you are unable to attend your appointment please contact us on 03 9288 3475.

What are my responsibilities?

- Inform us of any change of address or telephone number
- Inform us if you change GP
- Bring any relevant tests or x-rays
- Ask for a medical certificate if you require it
- Bring any medication you are taking

What are my rights?

In line with the organisation's values, St. Vincent's is committed to respecting your rights as a patient. St. Vincent's has a responsibility to:

- Provide you with care in accordance with our values of compassion, justice, human dignity, excellence and unity
- Give you a clear explanation of your condition, problem or disease
- Inform you about treatment options and choices
- Enable you to participate fully in decisions made about your treatment and care
- Provide you with access to the services of a professional interpreter
- Obtain your informed consent before any treatment begins (except in emergencies)
- Ensure confidentiality about your care in hospital unless the law requires such information be given to some person or authority
- Respond as promptly as possible to any need or concern you may have