



# Your Health Griffith Same Day Appointment Policy

Current as of: 18th May, 2023

## Introduction

It is an unfortunate and well recognised fact that the more popular a medical centre is, the busier it will get, and this can cause frustration for patients and doctors alike when there are no available appointments.

Your Health Griffith operates with an appointment system and we reserve a select number of appointments daily for urgent bookings for our **regular patients**. You may secure a same day appointment by calling us each morning from 8.00 am. These reserved appointments are only accessible by phone prior to 8:30am and not by presenting to reception.

Our experienced staff are well-rehearsed in triaging urgent calls. Please let us know the nature of urgency and we will make every effort to accommodate you, particularly if you have sick children.

## Waiting List

Your Health Griffith also uses a waiting list for appointments. If we are fully booked for the day, we can put you on our waiting list, as we regularly have cancellations. If an appointment becomes available, we will try to contact you as early as possible to offer you the appointment, so you have sufficient time to prepare for the consultation.

Your place on the waiting list is valid for that day only and you will need to phone again the following day/s if we have not contacted you to offer you a cancellation appointment. New patients can request to be placed on the waiting list; however, the cancellation appointments will be offered to regular patients of the practice first.

While we can book you in with any of our GPs, we believe you will get the best continuing care by a doctor that knows you and your medical history. Once you're seeing a doctor that you like and trust, we encourage you to stay with that particular doctor when possible.

## Sick Children

At Your Health Griffith we understand that a sick child can cause terrible angst and worry for parents and we make every effort to squeeze in a sick child if possible, even when we are booked out.

Often times simple problems like ear infections or rashes that are quick consultations can be fitted in between patients but it is very important for you to inform our staff as to the nature of the problem so that our doctors can fit you in appropriately.

Whilst we do not offer the urgent on the day appointments to new patients, we do make exceptions on a case-by-case basis for sick children that are new to the practice.

## New Patients

Your Health Griffith welcomes new patients, however due to current increasing demand and limited doctor availability we are unable to offer same day appointments to new patients. New patients may also be asked to make a long appointment in order to allow enough time to update past medical history as well as address the presenting complaint – therefore will only be able to book the next available appointment time and will not be offered a same day appointment.

Patients who have family members already registered at the practice will be considered as new patients. We can organise for your past medical records to be transferred from your previous doctor if required.

We require all new patients who attend our practice to complete a Patient Information Form. For your convenience, please download this form from our website: [www.yourhealthgriffith.com.au](http://www.yourhealthgriffith.com.au). This can be completed prior to coming to your first appointment with us. On arrival to your appointment, please hand it to reception staff.

*This Policy will continue to change due to doctor availability and the appointment needs of the practice.*

If you have any questions please ask to speak to the Practice Manager:

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