For more information

Contact the local Hospital Liaison Nurse or your Medical Clinic

Non-English speaking: for information in languages other than English, call the interpreting and Translating Centre and ask them to call The Department of Health. This service is available at no cost to you, contact (08) 8226 1990.

© Department of Health, Government of South Australia.
All rights reserved. ISBN: 978-1-74243-046-1
Printed February 2010. SAH REF 9253.3
Before You Travel for Medical Care

Country Patient Journey Resource

Government of South Australia
SA Health
Many people are worried when faced with illness. You might be concerned about your health, be worried about an upcoming procedure, or anxious about having to travel away from home to access health services.

Being well prepared can help with this anxiety. You have the right to ask your GP or doctor questions to help you understand proposed treatments, the need to travel to access medical care, and what assistance is available.

The following checklist is intended as a prompt for the types of questions you may like to ask your GP or doctor. You might find it helpful to circle or highlight the questions you want to ask and add any that are not listed in the space provided. Using this checklist will help you know if you have covered everything that is important to you.
Where do you go for your appointment?

Ask:

- Are there any options to have treatment locally eg. is there a visiting service, or a service in another town nearby?
- Is video conferencing an option?
- What assistance can I get to help me travel?
- What accommodation assistance is available?

Check that:

☐ You have confirmed where and when your appointment is and that you have allowed enough time to get there
☐ You have been given information about the Patient Assistance Transport Scheme (PATS) and checked if you are eligible for subsidised travel
☐ You have organised transport and accommodation and know where you will be staying
☐ A relative, friend or support person is coming with you
What do you need to take with you?

Depending on your needs you may need to take the following:

☐ Any referral letters from your Doctor and appointment cards
☐ PATS form signed by your GP (if eligible)
☐ Copies of test results and x-rays
☐ Private health insurance details and whether you are eligible for cover
☐ Contact details for family, friends, or support person

The following relevant cards:

☐ Medicare card
☐ Health care card
☐ Veteran's affairs card
☐ Pensioner entitlement card
☐ Identification eg. drivers licence

Have you packed:

☐ Clothes
☐ Medication
☐ Toiletries
☐ Mobile phone
☐ Money and bank card to access money
☐ Your travel documents eg. ticket, bus timetable
What to organise at home?

Have you organised:

☐ Someone to look after your children?
☐ Do you have access to child care?
☐ Someone to look after your pets?
☐ Someone to water your garden, put the rubbish out, collect papers and mail, and check on the security of your home
☐ Someone to pay any bills eg. utilities, rent
☐ Notified services that you will be away eg. Meals on Wheels, Community Nurse, Domiciliary Care, cancel paper delivery
Have you noted…

Have you written down:

☐ A list of all your medicines and pills – including vitamins and supplements

☐ Details of what has happened to you in the last weeks, including when the symptoms started and what makes them better or worse

☐ Your previous medical history eg. type of surgery, medical conditions