

# Self Check-in

## Frequently Asked Questions (FAQs)

### 1. When can I check-in to clinic?

You can check-in from 30 minutes prior to your appointment. Country patients and Clinic 6 patients may check in earlier at their clinic reception desk.

### 2. Is there someone to help me check-in?

Volunteers are available to assist with check-in. If no one is there to help, and you require assistance, please go to your clinic reception desk.

### 3. Why wouldn't my Medicare card work in the check-in machine?

If the card is swiped too fast, the machine may have trouble reading it. If the magnetic strip is damaged, or it needs cleaning, the machine may have trouble reading the card. We suggest you get a replacement card from Medicare 13 20 11.

### 4. Should I keep my ticket while I am in the clinic?

Yes. For example, if the doctor sends you to the Occupational Therapist you will need to re-use the same ticket.

### 5. What if I have two appointments on the same day?

You will be electronically checked in for the first appointment only. Please see the receptionist to check in for your second appointment.

### 6. How will I know where to go to see the doctor?

Every time a doctor calls a patient into a room there will be a chime that sounds. When you hear this, please look at the digital screen to see whether your number is shown. When your number appears, the screen will show you the number of the room to go to. The receptionist or nurse may also call you to their desk or room.

### 7. Will the numbers be called in order?

Not necessarily. There are a number of doctors seeing patients with different clinical priorities as well as multiple clinics running within each clinical area. The number generated by the ticket machine is in sequence but therefore does not relate to the order in which you are seen.

### 8. Do I need to use the check in machine every time I come to clinic? Yes