

Going to the Health and Rehabilitation Centre (HRC)

Social Script

Before your appointment:

A clinician will give you a phone call to discuss any help you might need.



If taking a bus, you can get the 548 bus and get off at Edwin St Stop.

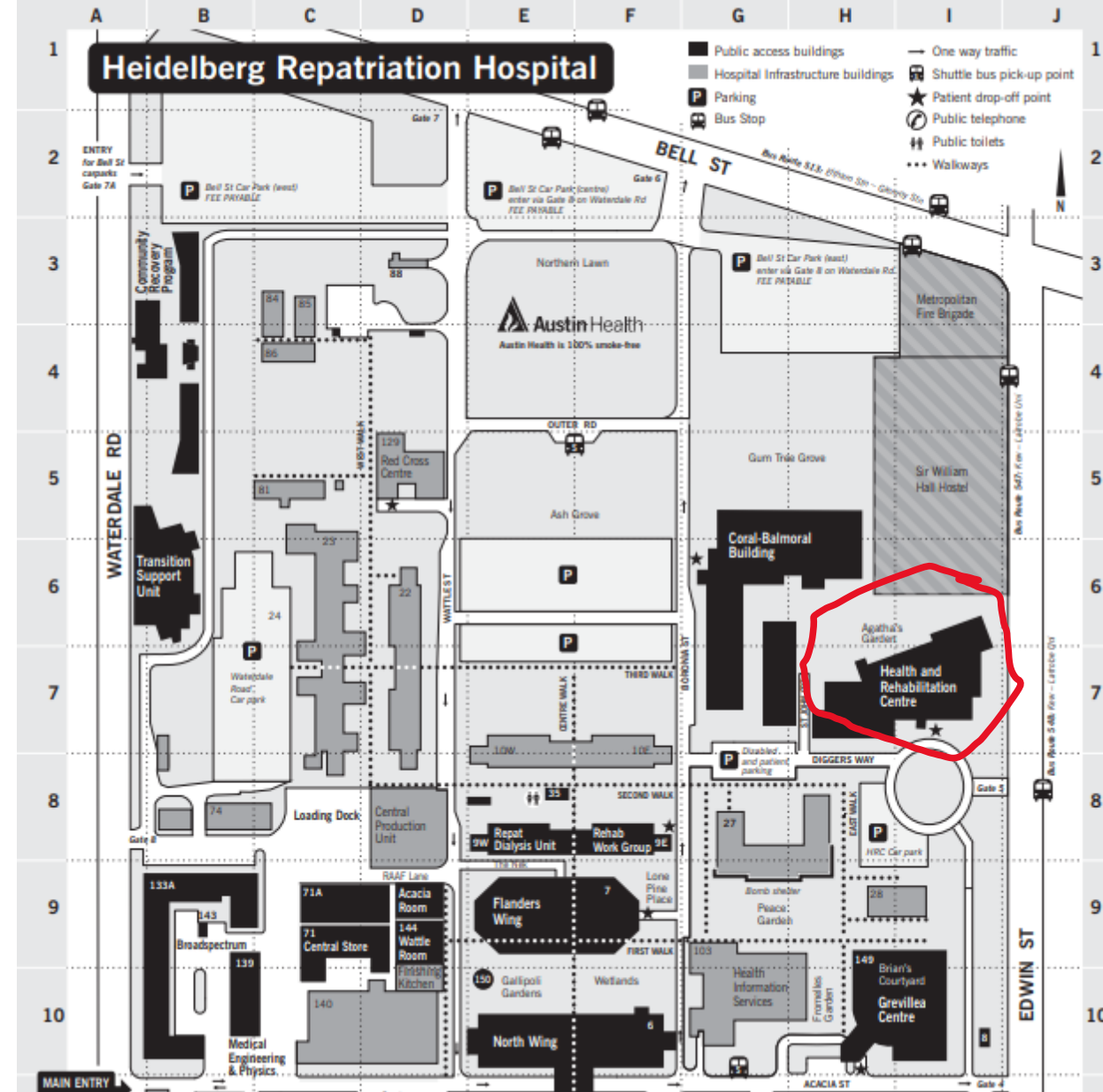
If catching a taxi go to Gate 5: Heidelberg Repatriation Hospital – Edwin St



If you are driving:

Park in carpark number 5.

It is located at 37 Edwin St,
Heidelberg West.



Go through the front door of the Health Rehabilitation Centre

You can bring a support worker or family member with you.





Put on a mask and clean your hands using sanitiser at the front door.





Your appointment letter will tell you where you need to go.

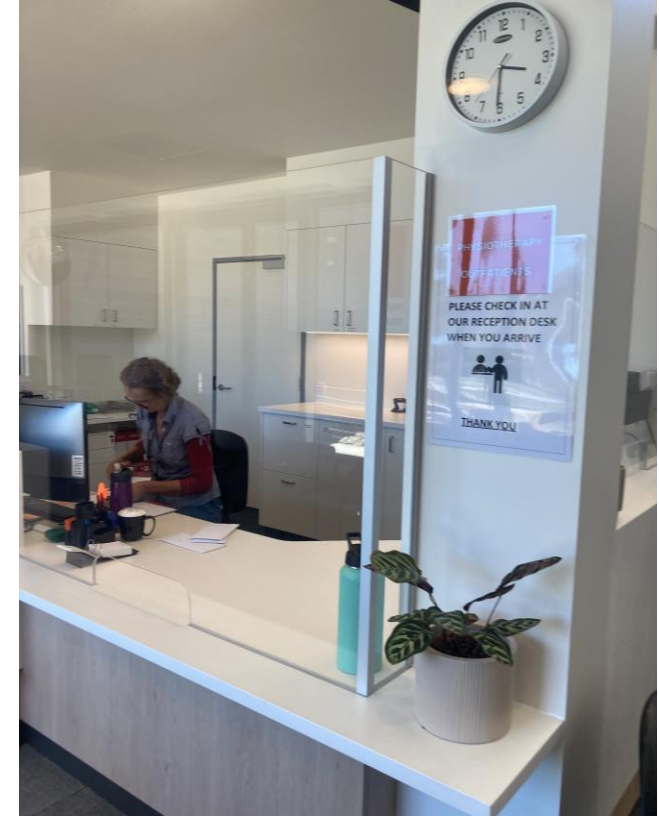
There are signs with words and arrows to direct you.



You will be asked to check in

You will be asked to give your name and some information about you at the desk

You will go to one of these desks. Look at your appointment letter or ask someone if you're not sure





There is an accessible toilet very close to the waiting area.

You can ask a staff member where it is if you are not sure.





Once you have checked in,
you will wait in this area for
your appointment.

Your support person can
wait with you.

There will be other people
waiting here too.



You might be asked to do some tests before you see the clinician. You can say yes or no to these tests.

You might be asked to weigh yourself. The clinicians can support you with this.



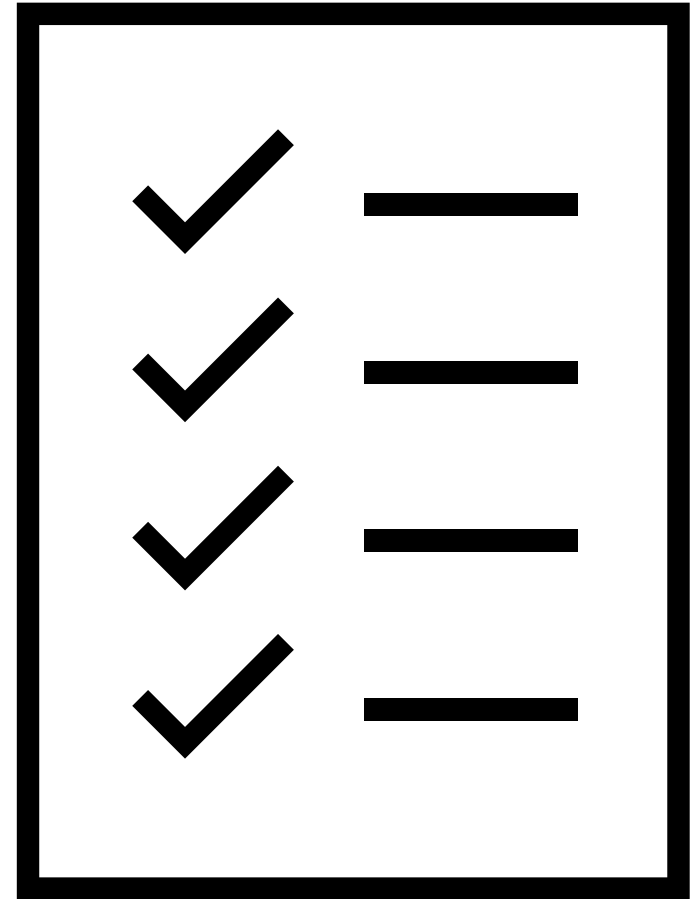
The clinician will come and collect you when it is your turn.

The clinician will ask you to confirm your name and your date of birth.



You will get a care plan, which tells you what you and the clinician have talked about.

The care plan might have some instructions.





When you have finished,
you can leave the
clinician's room.

You can leave the
building through the
same door you came in.

