

Child's journey through outpatient clinic

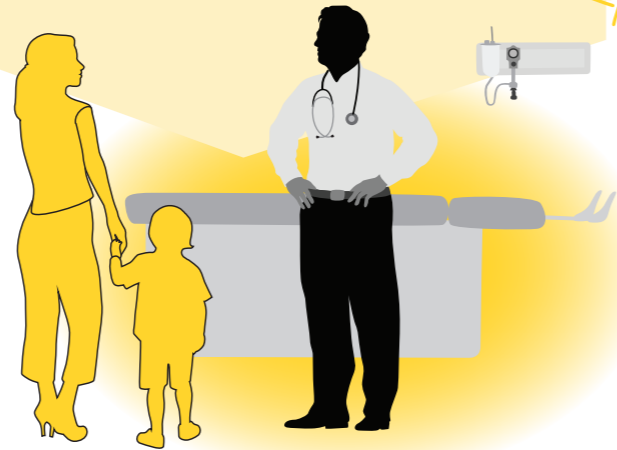
Toddler is unwell – fever, cough, tired

- Parent phones doctor's clinic
- Makes appointment with receptionist
- Arranges care for other children and time off work



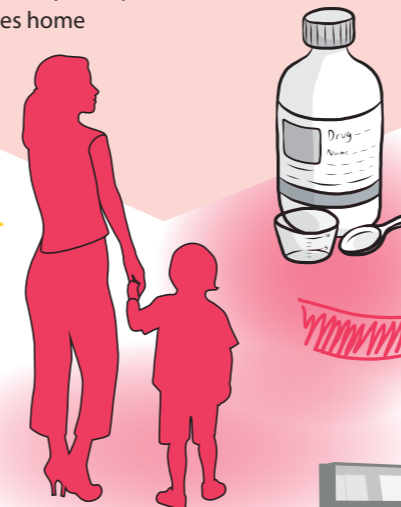
Parent and toddler travel to doctor

- Greets receptionist and confirms contact details
- Waits until child's name is called
- Greets doctor
- Describes symptoms and concerns
- Responds to diagnostic questions
- Listens to diagnosis; doctor unsure extent of problem
- Told something 'in child's chest needs to be investigated by a specialist at the hospital'
- Doctor types a prescription for antibiotics
- Told the 'hospital will contact you with an appointment time'
- Given two pieces of paper by doctor
- Asked if she has any questions
- Talks to receptionist, gives her papers from doctor
- Told no payment required
- Gets one piece of paper back (prescription).



Parent and toddler walk to pharmacy

- Gives prescription to assistant
- Assistant checks address and phone number
- Waits until child's name is called
- Is given verbal explanation of how much antibiotic to administer and when
- Pays for prescription
- Goes home



At home

- Reads label of antibiotic – puts in the fridge
- Gives child regular doses of antibiotic
- Child's fever improves and seems more active
- Parent not sure what else is wrong



- Three weeks later, receives phone call from the booking centre at the hospital to offer an appointment time
- Parent asks what the appointment is for Administrator can only say who the appointment is with
- Letter and map arrives from hospital paediatric outpatients surgery for an appointment with a consultant (asked to bring proof of eligibility, a list of medicines and supplements to appointment); and a booking and lab-test form for a radiology appointment
- Reads and follows instructions for radiology appointment
- Reads risks
- Reads time of appointment and address of radiology lab

(Back to the start)

- 6 months later, child sick
- Parent makes appointment with doctor
- Arranges child care and time off work
- Sees a different doctor
- Tells doctor, this is like what child had 'last time' and we went to the hospital Doctor asks what consultant said and parent unsure/can't remember



Meets with consultant

- Greets consultant. Introduced to other medical staff in training
- Asked to explain what is happening with child
- Explains child was sick but now seems better. Not sure what is relevant to tell specialist. Child finished antibiotics so doesn't have them on the medication list
- Consultant asks diagnostic questions and parent responds
- Consultant looks at x-rays and other information
- Consultant examines child with parent's help
- Consultant explains what they are looking for and what might be happening to child
- Consultant explains treatment plan and actions for mother and child.
- Consultant says she will write to doctor who made the referral
- Parent asked if they have any questions
- Consultant hands a form to parent
- Parent reassured / worried / confused / clear
- Parent and child leave consult room
- Parent gives form to receptionist
- Finds way back to lifts and car
- Reads parking machine instructions
- Pays for parking at the machine
- Travels home

Second appointment

- Parent and child miss procedure appointment
- Child appears well
- Receive re-booking request
- Parent ignores it

Two weeks later – travel to children's outpatients

- Child seems well
- Parent makes a list of child's medications and diet
- Receives text reminder of outpatient appointment
- Drives to hospital and finds a carpark
- Finds lifts and reads sign to locate paediatric outpatients – not on the list
- Goes to main lobby
- Reads signs – children's outpatients not on list
- Asks volunteers for directions to children's outpatients
- Goes up the escalator and finds building
- Follows signs for children's outpatients
- Uses lift to get to right level
- Finds children's outpatients
- Waits at reception desk and gives appointment letter to receptionist
- Given a form to fill in and return to receptionist
- Provides proof of eligibility (birth certificate)
- Waits until name called by nurse
- Child's measurements taken
- Put in 'consult room' to wait for 'consultant'

Two weeks later – Travel to radiology lab at the hospital

- Parent not sure what is wrong
- Parent not sure of the cost of services
- Arranges time off work and child-care for other children
- Drives to hospital and finds a car park
- Follows map to locate radiology laboratory
- Talks to receptionist – hands over the letter and form
- Confirms contact details
- Provides proof of eligibility (birth certificate)
- Reads and signs consent form
- Waits until child's name is called
- Listens to instructions from radiographer and helps position child
- Parent asks radiographer what they are looking for, told "abnormalities on lungs"
- Parent asks what radiographer can see, told "not sure at this stage"
- Talks to receptionist
- Finds way back to car park
- Pays for parking at the machine and exits

