Major facilities of the Bayside District Health Service

Redland Hospital
Weipipin Street
Cleveland Qld 4163
Ph: (07) 3240 8200
Fax: (07) 3221 1140

Redland Health Service Centre
Weipipin Street
Cleveland Qld 4163
Ph: (07) 3240 8311
Fax: (07) 3221 4782

Wynnum Hospital
Whites Road
Lota Qld 4179
Ph: (07) 3393 3122
Fax: (07) 3393 3127

Wynnum Health Service Centre
69 Clara Street
Wynnum Qld 4178
Ph: (07) 3396 7111
Fax: (07) 3893 2682

Moreton Bay Nursing Care Unit
2082 Wynnum Road
Wynnum West Qld 4178
Ph: (07) 3893 8444
Fax: (07) 3396 6232

Casuarina Lodge
Whites Road
Lota Qld 4179
Ph: (07) 3393 3122
Fax: (07) 3393 3127

Dunwich Health Service
Cnr Petrie St & Oxley Pde
Dunwich
North Stradbroke Island Qld 4183
Ph: (07) 3409 9059
Fax: (07) 3409 9598

Mental Health Service
New Lindum Road
Wynnum West Qld 4178
Ph: (07) 3893 8404
Fax: (07) 3348 7352

Wynnum Child Health Centre
130 Florence Street
Wynnum Qld 4178
Ph: (07) 3396 1823
Fax: (07) 3348 7365

Brisbane Health Services Info Line
For information on how to access any health service in Brisbane, telephone (07) 3852 2995.
How long will I be waiting?
When you arrive, a nurse will assess the nature of your problem. This will be taken into consideration along with the problems of other people when deciding the order in which people will be treated. It is very difficult for the nurse to know how long you will wait. This is because people are treated in order of medical priority.

Although you may have been waiting longer, a person who arrives after you may be treated first if their condition needs immediate medical care.

We respect that you have a genuine medical problem that is important for you, and us, to resolve. However, our staff must decide which people should be treated first. You will be treated as quickly as possible to ensure you have the shortest possible waiting time.

What affects waiting time?
Sometimes our waiting room may not seem busy but you may have to wait for treatment. This could be due to a number of reasons:

- Some people do not come through the waiting room. Emergency patients (such as road accident victims) who arrive by ambulance come through a different entrance, and aren't seen by people in the waiting room.
- Our staff may need to go in the ambulance when a person is transferred to another hospital.
- In the case of road trauma victims, our staff may be needed at the scene of the accident.

Although treatment time may be affected by these factors, we try to minimise the inconvenience to our customers waiting for treatment.

What options do I have if I decide not to wait? There are times when treatment may not be available as soon as you would like. There are a number of options open to you:

- If your problem is an ongoing one, that is, a condition you have had for a period of time, you may make an appointment to see a doctor through the Outpatient Service at Redland Hospital. To do this, you need a referral from your local doctor.
- You may decide to seek treatment from your local doctor or at a medical centre.

If you decide to wait for treatment by us, be assured you will receive the highest standard of care for your particular problem.

At our Hospital, we are committed to excellence in health care. We aim to provide the most efficient treatment possible at all times.

If you are not happy with the service you have received, or have a suggestion as to how the service may be improved, please contact the District Manager and detail your concerns on telephone (07) 3893 8406 or write to the District Manager; P.O. Box 297, Wynnum Central 4178.