

# Transit Lounge – Information for patients and carers

## Summary Points to Remember

- The Transit Lounge is a clinical area located on the ground floor of the RMH City Campus, between the Emergency Department and the Main Entrance. Phone: 9342 7296.
- It is open Monday to Friday, 8am to 6pm, and is closed on weekends and public holidays.

## Who can use the Transit Lounge?

- Outpatients can comfortably wait prior to attending their Outpatient Clinic appointment.
- Inpatients can wait prior to being discharged from the hospital.
- Patients from the Emergency Department and Outpatient Clinics who have been admitted by a medical team can wait for a ward bed to become available.

We can accommodate wheelchairs and trolleys, and we also have comfortable recliner chairs for people who are with us for long periods. Meals can also be provided.

Patients being discharged from RMH commonly come to Transit Lounge to wait for:

- Discharge medications to be dispensed.
- Family or other transport means to arrive.
- Last doses of IV medications to be given.

## Transit Lounge Pharmacist

Our Pharmacist will dispense any medication you may need when you go home; and discuss the reasons for your medications and possible side effects to be aware of. During busier periods it can take some time to receive your discharge medications.

## Pickup Parking Bays

Family or carers picking up patients from the Transit Lounge can use the 20 minute parking bays at the front of the hospital on Grattan Street, between the Main Entrance and Emergency Department. These are also used by Non-Emergency Patient Transport vehicles and are subject to availability.

## Non-Emergency Patient Transport (NEPT) Bookings

If you require assistance with transport to your Outpatient appointment, staff can help you by:

- Assessing your eligibility to use NEPT to attend appointments.
- Booking your NEPT for you.
- Providing suggestions on alternative transport options.

Ambulance transport can only be used by patients with an authorised clinical need. Please phone the Transit Lounge staff at least one week prior to your appointment so that we can assess your eligibility to use NEPT.

Access Department | MH01.07.02B | Manager Access and Patient Flow | Expiry Sept 2019



MELBOURNE HEALTH