

## The Ambulatory Care Centre at Dubbo Hospital

As part of the Dubbo Hospital Redevelopment Stages 3 & 4, the brand new Ambulatory Care Centre will be opening to provide Dubbo and its surrounding communities with integrated outpatient services in one location.

The services located in the Ambulatory Care Centre include; Medical Day Treatment Services (eg dressings, infusion), Respiratory Services Clinics, Cardiology, Nephrology, Rheumatology, Gynaecology, Ophthalmology, Podiatry, Allied Health, Orthopaedic, Fracture, Hand, Urology, Neurology, ENT, General Surgery, Stroke Clinic and Geriatrician and more!

We spoke to Rachel Kerney who will become one of the managers of the Ambulatory Care Centre to find out what the new facility will mean for patients. and staff.

### **What is your current role and will this change with the redevelopment?**

My current role is Practice Manager, Specialist Medical Centre. Following the redevelopment I will be one of two managers in the Ambulatory Care Centre.

There are four current areas – Respiratory, Cardiac, Specialist Medical Centre and the current Ambulatory Care all combining to become one large



*Rachel Kerney is looking forward to the opening of the Ambulatory Care Centre in the new Macquarie Building.*

integrated Ambulatory Care Centre in the new Macquarie Building on Level 1.

### **What is ambulatory care, what services are included?**

Ambulatory Care encompasses outpatient specialties, small general procedures, medical day treatment and orthopaedic specialists.

### **What are the benefits of the new facility?**

The integration of multiple disciplines will bring Dubbo in line with the larger metro hospitals and this is a big win for rural health. We are becoming one site and one hospital. Patients will be able to have multiple appointments at the one place. The patient experience will be much more positive.

For clinicians, they will be closer to the in-patient units and can easily collaborate with the rest of the hospital.



*Construction underway on the new Ambulatory Care floor*

***How will you be treating patients differently in the new facility?***

One of the main differences for patients is being able to have multiple appointments on the same day and less time at the hospital as appointments can be made back to back. This is will be particularly beneficial for patients who live out of town.

***Will the Ambulatory Care Centre have access to new technology?***

We will be rolling out “Self-Check In” stations to streamline the process for staff and patients. We are currently tendering for this new software which is very exciting for the hospital. The doctors will use this system to call patients. For staff, this will free their workload as it is currently a very manual and administrative system. We will have additional

telehealth systems that will increase our ability to conduct those styles of appointments.

***What are you most looking forward to?***

We will have a new building. It will be fresh, light, bright and welcoming. We will be one hospital, one stop and feel included and part of the hospital. The facilities are next level and are culturally appropriate for our Indigenous communities. We have gone above and beyond to be inclusive for all patients’ needs, for example we now have full wheelchair access at the reception check in area. The design and consultation process really allowed us to think about every detail to make sure everyone is treated equally.

***Stage 4 is scheduled to open in 2021.***



*An artist's impression of the new front entry of the hospital where patients and visitors will access the main entry and drop off zone. The Ambulatory Care Centre will be located in the Macquarie Building on Level 1.*