

Patient Standards

These are the minimum standards patients and carers should expect following a referral to hospital for planned care (also known as elective care).

When you are referred



You will know within 28 days whether your referral has been accepted or what the next steps are.

While you are on the waiting list and throughout your care



Communication will be clear and easy to understand. If you have specific communications needs, you will have the opportunity to tell your provider these.



When your referral is accepted, you will get information to help you while you wait.



You will get regular updates on your wait, at least every 12 weeks.



Before your appointments, you will be able to tell your provider of any additional needs and reasonable adjustments you require.

Planning and understanding your appointments



You will receive clear information about your appointments at least 21 days in advance.



If your appointment is cancelled, by either you or your provider, a new date will be communicated within 28 days.



You will be told when your care is complete and what happens next.