

**RAPID ACCESS HEART CENTRE – FREQUENTLY ASKED QUESTIONS (FAQ)**

1. **I am experiencing chest pain or tightness, palpitations, pressure and/ or shortness of breath, can I come to the St Andrew's Toowoomba Hospital Rapid Access Heart Centre (RAHC)?**

Yes, please call 000 immediately and request the ambulance bring you to St Andrew's Toowoomba Hospital's Rapid Access Heart Centre.

2. **I have been a previous cardiac patient at St Andrew's Toowoomba Hospital, can I come to the RAHC at St Andrew's?**

Yes, if you are experiencing acute chest pain please ring 000 and request the ambulance bring you to St Andrew's Toowoomba Hospital. If you have a cardiac referral card from the hospital from your previous admission, please give this to the ambulance officers. If not acute please come to the RAHC where you will be assessed rapidly by our onsite 24/7 medical staff and referred to one of our local interventional cardiologists immediately if required. If you require Cardiac Cath Lab you will be transferred into the Cardiac Cath Lab for this higher-level service rapidly to increase your chances of survival. [You will not be transferred to Brisbane for stenting, this time sensitive treatment can occur at St Andrew's Toowoomba Hospital].

3. **My 13-year-old child has chest pain, can I bring them to the RAHC?**

No, unfortunately the RAHC only provides care to 14 years and older. If a child younger than 14 years presents they will need to be stabilized and transferred to an appropriate paediatric hospital for further care.

4. **My pain is in my lower left groin area, can I come to the RAHC?**

No. The RAHC is only for patients with possible problems with their heart. If you have a different type of condition you need to go to the Toowoomba Base Hospital Emergency Department.

5. **Can I go to the RAHC with any healthcare concerns, like an Emergency department?**

No. The Rapid Access Heart Centre is for cardiac/ heart related concerns. It is a rapid assessment centre and is not an Emergency Department. People presenting with non-cardiac related health issues will be sent to Toowoomba Base Hospital ED.

6. **Does it cost anything to come to the RAHC?**

**YES.** There is a standard \$180 fee for all people who present to the RAHC (Please note cash is not kept on the premises so you need to bring an eftpos or credit card). This is not refundable by Medicare or your health fund. If you are admitted to St Andrew's Toowoomba Hospital this fee is waived. All X-ray (Qld X-ray) and Pathology (Sullivan Nicolaidis Pathology) fees are separate to St Andrew's Toowoomba Hospital and you will be responsible for these also.

**RAPID ACCESS HEART CENTRE – FREQUENTLY ASKED QUESTIONS (FAQ)**

**7. Will I have to be transferred to Brisbane if I need a stent to open the vessels in my heart?**

**NO.** St Andrew's Toowoomba Hospital has the only purpose built Cardiac Cath Lab in Toowoomba with an onsite team of experienced interventional cardiologists. Our Cardiac Cath Lab nursing staff have years of experience with this type of procedure. You will only be transferred to Brisbane if it is determined that you need more major cardiac surgery such as open-heart surgery.

**8. How do I access the Rapid Access Heart Centre?**

Access is via Prosser Street, turn right into Hermann Street at back of hospital (if coming from Holberton Street). Proceed to the one-way lane with signage where there are 2 drop off bays on the right past the bottom of the building. Access is then via the Lift with the Rapid Access Heart Centre signage on it. Between 10pm and 07.00am you will need to buzz at the lift for staff to allow you entry. If you enter the St Andrew's Toowoomba Hospital from North Street, you will need to park your car at the front part of hospital and walk down the lane to the RAHC access lift.

