

Fact Sheet 7

PRACTICAL TIPS FOR MEDICAL APPOINTMENTS

Hospital and specialist appointments are a big part of the craniofacial journey. These visits can sometimes be long, delayed, or overwhelming, especially if you have a baby or young child with you. A little preparation can make the experience easier and help you feel more in control.



Before the Appointment

- **Write down your questions** – Make a list ahead of time so nothing gets forgotten.
- **Bring a second person if possible** – Another adult can help occupy your child, take notes, or listen for details you might miss. If someone can't be there in person, consider dialling them in via phone or video call.
- **Keep everything in one place** – Use a folder or digital app to store appointment letters, test results, and your notes. A shared calendar can help track upcoming appointments.



During the Appointment

- **Take notes** – Write down key points and next steps so you can refer back later.
- **Ask about follow-up** – Find out the best way to contact your surgeon or specialist after the appointment if questions come up.
- **Speak up** – It's okay to ask for clarification or request that information be repeated if you didn't understand.

(continued overleaf)



PRACTICAL TIPS FOR MEDICAL APPOINTMENTS



Keeping Your Child Comfortable

- **Bring toys and snacks** – Appointments often run late. Pack favourite toys, books, or snacks to keep your child settled.
- **Plan for naps** – A pram, carrier, or swaddle can make it easier if your child needs to rest during a long day at the hospital.

Appointments can feel overwhelming, but being prepared makes them easier to manage. Having your questions written down, notes to look back on, and a few comfort items for your child helps you make the most of the time with your clinical team.

See also:

- [Fact Sheet 6: Questions for Clinicians](#) – for guidance on what to ask at appointments.
- [Fact Sheet 12: Tracking Your Child's Clinical Progress](#) – for tips on record-keeping and symptom logs.

This information is based on the expertise of clinicians who work with families affected by craniofacial conditions and the lived experience of parents with children who have been diagnosed with craniosynostosis. We thank everyone who contributed to this fact sheet.

- Care packs
- Financial assistance
- Family support coordinator
- Connection to other families

