# Your First Visit

Your consultation with Dr Nguyen begins with a warm welcome and a thorough discussion of your concerns, followed by a gentle examination using specialised ENT equipment. Most patients leave with a clear diagnosis, a personalised treatment plan, and a timeline for improvement. The entire process is designed to reduce anxiety and ensure you feel informed and confident about your care.

## Preparing for Your Visit

To ensure your first consultation is as smooth and effective as possible, a little preparation can be very helpful.

**What to Bring with You:**

* Your GP referral letter (this is required for Medicare rebates)
* Your Medicare card and any private health insurance details
* A list of current medications, including any over-the-counter treatments
* Any previous imaging results (like CT scans) or reports if you have them

**Preparing Your Child for Their Visit:**

* **Explain the Visit Simply:** Tell them that the doctor will gently look in their ears, nose, and throat using special lights to help them feel better.
* **Offer Reassurance:** Let them know the visit won't hurt and that they can bring a favourite comfort toy or blanket.
* **Plan Your Time:** Initial consultations are thorough and typically last 30 minutes, so you will never feel rushed. Please arrive 15 minutes early for registration.

## What Happens During Your Consultation?

From the moment you arrive, our clinics in Liverpool, Gledswood Hills and Forster are designed to put both children and adults at ease in a calm, comfortable environment.

### A Thorough Discussion

Dr Nguyen begins every consultation by sitting down to discuss your concerns in detail. This conversation is the foundation of your care and covers:

* A description of your or your child's symptoms and their impact on daily life.
* The timeline of when the problems started and any potential triggers.
* Any previous treatments you have tried and how effective they were.
* The impact on sleep, hearing, speech, or school and work performance.

### A Gentle and Detailed Examination

The physical examination is comprehensive but always gentle. Dr Nguyen uses the latest diagnostic equipment, including paediatric-sized instruments and flexible video endoscopes, which allow both you and him to see high-definition images on a screen.

For children, he uses a "show and tell" approach with distraction techniques and encourages parents to hold younger children for comfort. For adults, a topical anaesthetic spray can be used to ensure total comfort during nasal endoscopy.

### A Clear Explanation and Plan

After the examination, Dr Nguyen will immediately discuss his findings with you in plain English, using visual aids to help you understand your diagnosis. He will explain all available treatment options, starting with conservative management whenever appropriate, and answer all of your questions thoroughly..

## Dr Nguyen's Commitment to Your Care

"I've learned over 15 years that the first few minutes of any consultation set the tone for the entire patient experience. That's why I always start by sitting down and really listening. For children, showing them the equipment and explaining what our 'special camera' does beforehand eliminates most anxiety. My goal is that every family leaves not just with a clear diagnosis, but with genuine understanding and complete confidence in the path forward." **- Dr Thomas Nguyen**

## Frequently Asked Questions

### What are some important questions I should ask?

We encourage you to ask about anything you are unsure of. Good questions to consider are: "What happens if we choose not to treat this condition right now?", "What are all the treatment options available?", and "How long before I can expect to see improvement?".

### Will the consultation be uncomfortable for my child?

Dr Nguyen specialises in a child-friendly approach, using the smallest instruments, distraction techniques, and allowing parents to be present and provide comfort at all times. Most parents find the visit is much easier than they anticipated.

### What happens if surgery is recommended?

If surgery is a potential option, the procedure is discussed in detail, review all risks and benefits, and answer every question you have. You will never be pressured to make an immediate decision.

## Ready to Schedule Your Consultation?

Taking the first step toward better ENT health for you or your family is straightforward. Dr Nguyen and his experienced team are committed to making your entire experience comfortable, informative, and reassuring.

### Contact Information

* **Phone:** [Phone number]
* **Online Booking:** [Booking system link]

### Clinic Locations

* **Liverpool and Gledswood Hills Clinic:** Serving Campbelltown, Camden, Gregory Hills, Liverpool and the surrounding region.
* **Forster Clinic:** Serving Forster, Tuncurry, Taree, and the broader Mid North Coast.