



Medical Services at the University of Canberra Health and Counselling Centre

director of health and counselling

Dr Jenny WEEKES *BMed (Newcastle)*

medical practitioners

Dr Jenny WEEKES *BMed (Newcastle)*
Dr Cathy SHANNON *MB,BS (QLD)**
Dr Ross NEWBERY *MB,BS (NSW)**
Dr Georgina FLANAGAN *MB,BS (SYD) Dip RACOG**
Dr Richard MATER *BSc, MB,BS(Hons) (NSW), FRACGP**
Dr Rona HIAM *MBBS (WA), DPH (ACT), FAFPHM **
Dr Rehana DUTTON *MBBS (Qld), FRACGP**
Dr Dora SHIRIN *MBBS (UNSW), FRNZCGP**
Dr Mike SHIHOFF *MBBS (Syd), FRACRRM**
Dr Virginia McANDREW *BMed, FRANZCP, Cert Child Psychiatry**

registered nurses

Ms Linda DALLA TORRE *RN, BAppSci(Nursing)(UC)*
Mrs Annie BAIN *RN, RM, CertSocGerontology (MELB), GradDipNurs(UC)*
Mrs Olga CALVERT *RN, BAppSci (Nursing)(UC), DipNEd(NSWCN)*
Ms Jocelyn MURPHY *RN, RM*
Ms Kate SORENSEN *RN, B(Nursing)(Syd)*

practice manager

Ms Linda DALLA TORRE *RN, BAppSci (Nursing)(UC)*

reception manager

Mrs Adriana MADAFFARI

reception staff

Mrs Robyn GOW
Mrs Brenda STUART
Ms Kristine WARD
Mrs Bronwyn SWEENEY
Mrs Kay CROSBIE
Ms Dianne MILLER
Mrs Sue MAHAT BASNET

*The medical practitioners offer clinical services from rooms in the Health Centre and do so as private practitioners not as employees of the University.

The aim of the Health Centre is to provide a comprehensive range of general practitioner services for students and staff at the University of Canberra. The University of Canberra Health Centre is committed to quality improvement and is accredited with APGAL. The following services are provided:

- General practitioner medical consultations
- Treatment of emergencies
- Sports medicine and treatment of sports injuries
- Staff medicals and health assessment medicals
- Injuries at work
- Contraceptive advice/Pap smears
- Morning-after pill
- Pregnancy tests
- STI screening
- Condoms
- Minor surgery (eg removal of skin lesions and suturing)
- Immunisations eg Hepatitis B, Tetanus boosters.
- Travel vaccination information service
- Skin examinations
- Dressings
- First Aid - treatment of fractures, cuts & burns
- Lung function tests
- Hearing tests, ECG's
- Blood tests eg cholesterol, AIDS, Hepatitis B, & Blood glucose level
- Haemoccult bowel cancer test

general information for using the health centre

location - The Health and Counselling Centre is located at the southern end of Building 1, level B. Our phone number is 6201 2351, and our fax is 6201 2352. The After Hours Health Centre mobile number is 0417 784 882.

payment - Medical services for Australian UC students are bulk billed through Medicare. International students in most instances will be charged the Medicare bulk-billing rate. For holders of OSHC Worldcare or OSHC Medibank Private, this will be billed directly to the insurance provider. Holders of OSHC insurance from other providers will need to pay for medical services at the time of consultation, and then claim their rebate from their insurer. Rates for non-UC students and staff will vary according to the situation, complexity, duration of the consultation and the Doctor seen, but lie within the range of:

SURGERY CONSULTATION

Level A \$28.00 - \$ 40.00*
Level B \$55.00 - \$ 75.00*
Level C \$85.00 - \$105.00*

HOME VISITS

\$70.00 - \$180.00* (Depending on length and time pt seen)

AFTER HOURS

Emergency Attendance \$180.00*

* fees as at 1/6/2011

Fees for other services are available on request. Please ask at the Reception Desk for more information. Difficulties in payment should be discussed with the consulting doctor before the consultation. Please ask at the Reception Desk for more information on fees. Nurses and counselling services are free. Staff can also be seen in Workers Compensation matters.

health insurance – It is essential that all Australian students have a Medicare number. UC Students are bulk-billed for most medical consultations. Australian students not dependent on their parents and earning low incomes may be eligible for a Health Care Card. This card also entitles the holder to cheaper PBS medicines. More information and application forms for Health Care Cards are available from Centrelink. All international students are required to have overseas student health insurance (for example OSHC Worldcare or OSHC Medibank Private). Proof of currency (for example membership card) must be presented at every visit to the Health and Counselling Centre. (See section on “PAYMENT” for more information.)

confidentiality – The Health and Counselling Centre provides an ethical and confidential service. Your medical/counselling record is a confidential document. It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff. The University does not have access to Health and Counselling Centre records. The Health and Counselling Centre will not release any information pertaining to patients/clients to family, friends or the University without the patient's/client's prior specific written consent. For information about the ACT Health Privacy and Access Act (1997) and how it relates to your personal health record and or counselling information please ask our staff.

hours - The Health and Counselling Centre is open Monday - Friday, 9am to 5pm (with the exception of public holidays and official University shut down periods i.e. Christmas to New Year) and provides a year round service. Home visits can be arranged when necessary, but please keep them for urgent cases as the doctors are much better equipped to examine and treat problems in the surgery setting.

afterhours - When the Centre is closed, medical care for patients of the University of Canberra Health and Counselling Centre can be accessed through the **Canberra After-hours Locum Medical Service** CALMS. Their phone number is **1300 422 567**. This number is also on the Health Centre answering machine when the Health Centre is closed.

Should you need to speak to a Dr between 8am and 5pm or between 5pm and 6pm Monday to Friday, please call the Health Centre mobile on 0417 784 882. There is also an after hours GP helpline available through Healthdirect Australia on 1800 022 222.

For any emergency or extremely urgent problems, or if you are unable to contact a doctor, please ring:

Ambulance (Life threatening emergencies only)	Phone: 000
Accident and Emergency - Calvary Hospital (Northside)	Phone: 6201 6111
Accident and Emergency - Canberra Hospital (Southside)	Phone: 6244 2611
CALMS (Canberra After-hours Locum Medical Service)	Phone: 1300 422 567
Lifeline (Counselling service)	Phone: 13 11 14
Mental Health Crisis Team	Phone: 1800 629 354
After-hours GP Helpline – (Healthdirect Australia)	Phone: 1800 022 222

appointments to see the doctors - Our practice classifies patients seeking or presenting for medical consultations according to their priority of need; thus patients with urgent medical problems may be triaged and seen as a priority. Except in emergencies, appointments are required to see the doctors, and are normally made at 15 minute intervals. To encourage continuity of care we also suggest that you request your preferred doctor at the time of booking your appointment. Certain consultations are best dealt with by a longer appointment. These include consultations for more complex problems or multiple problems, mental health care plans, medical examinations, taxi medicals, driving medicals, medical procedures, or if there is more than one person seeing the doctor, eg. if you are bringing your partner or child/ren. If you feel that you may need a longer appointment please discuss this with Reception staff at the time of booking your appointment.

Medical attention is provided for emergencies in the Centre and on campus at short notice. Whilst every effort is made by Health Centre staff to keep to appointment times, delays are sometimes unavoidable. If you have been waiting for more than 20 minutes, or if you are unable to wait, please speak to the Reception staff.

The University of Canberra Health and Counselling Centre is committed to providing its patients/clients with the highest standard of care. Part of this involves a recall and preventative health care reminder system. In order that we may provide this service to you we ask that you notify our Reception staff of any changes in your personal details eg. address, phone numbers etc. For more information on this service, please ask our staff.

pathology – If you have had any pathology taken (for eg. blood tests, Pap smear, urine test), or an x-ray or an ultrasound done on your doctor's advice please ensure that you have been informed of the result. In case we need to contact you, please make sure that your contact details are current and correct. If you have not been requested to make a follow-up consultation by your doctor, then please ring the Health Centre in a week to obtain your results and any follow-up advice from the doctor you consulted.

messages for doctors – To maximise the quality of your consultation/appointment, doctors will not usually be available for telephone contact during consulting hours. However, a message may be left, and if appropriate, they will return your call. It will assist if you could provide the reception staff with some information regarding the nature of your inquiry and its urgency. If you feel that the matter is urgent, please ask to speak to one of the Registered Nurses.

children - There is a selection of books in the waiting area for children to read. We ask that parents please keep children under their supervision at all times whilst in the Centre. If you should need to change or feed a baby/child, please let the staff know and they will show you to one of our Rest Rooms.

compliments/complaints - Should you wish to make any compliments or offer any suggestions as to how we can improve our services, please speak to the Director Dr Jenny Weekes.

If you are dissatisfied with any aspect of the care that you have received at this Centre please let Dr Weekes know. If your concerns are not resolved, you can then contact the Health Services Commissioner by phoning 6205 2222.