Services Available

15 minutes each
Cold/Sinus/Throat Rash / Acne
Ear ache/ blocked Skin Cancer Check
Headaches Period Pain
Asthma STD Check
Gastro Contraception
Urine infection Blood pressure care
Bowel Problems Back/Neck Pain
Prostate Sport injury
Heart Risks Arthritis
Weight loss Referrals (most)
Smoking advice Follow up results
Breast Check Pregnancy – well
Menopause

30 minutes each
Stress/Anxiety Pregnancy 1st visit
Pregnancy problems Travel Immunisation
Postnatal visit Occupational Health
Depression Sexual Problems
Minor Procedures Stitches – cuts
Diabetes review Alopecia/Hair Loss
Immunisations – Children/Medical students
Pap smear Medical check up

Injuries & Emergencies
No appointment is needed. Contact the Practice on 9385 5425 for further information

Hours: During session
During session: Monday & Thursday
8.15am-7.30pm
Tuesday, Wednesday & Friday 8.15am—6pm
Out of session: Monday—Friday 8.15am—6pm

Private Doctors
Dr Philip Van Zanden Dr Richard Ng
Dr Susan Britton Dr Judith Salmon
Prof Nicholas Zwar Dr Crystal McKeough
Dr Peter Patton Dr Katya Medynski
Dr Anthea Charalambous Dr Philip Smith
Dr Bill Kefalas Dr Mary Jurek (Psychiatrist)
Dr Daniel Gibson (Psychiatrist)

Session details vary. Please inquire at reception for dates and session times.

Director
Dr Bill Kefalas

Registered Nurses
Joanna Mendoza RN Anne Fraser RN
Karen Robertson RN

Practice Manager
Cheryl Walker

Administration
Fanny Handaja Hannan Awada
Sarah Su Karthika Kandasamy

University Health Service
Ground Floor East, Quadrangle Building
UNSW Sydney 2052 NSW
Telephone: 61 2 9385 5425
fax 61 2 9313 8520

Appointments: 9385 5425
Online bookings available visit www.healthservices.unsw.edu.au
We are here to provide a high quality primary health service to the Students, Staff & visitors of UNSW. General practitioners and specialists operate their own practice within the facility, which is managed by the UNSW.

Making an Appointment
Online bookings available visit www.healthservices.unsw.edu.au

We have an appointment system. If you call by telephone or walk in, tell us if you are sick, as we have appointments reserved for illness on the day. A standard GP/RN appointment is for 15 minutes for 1 problem. Ask for longer if needed. Male & Female Doctors are available. We encourage you to see the same GP if possible, as this encourages continuity of care. Bring your Medicare, OHSC Worldcare or Medibank OSHC card to your consultation.

Waiting Room Etiquette
Feel free to ask if your doctor is running on time. If you are unwell or uncomfortable in the waiting room please advise reception. Masks available.

Cancellations
If you can’t come, phone 9385 5425 or email unihealth@unsw.edu.au early, so we can give your appointment to someone else. Cancellation fees apply for non-attendance—$40.00

After Hours Care – In The Local Area
Home Visits or Triage: National Home Doctor Service Telephone 13 7425 * Bulk billing available however, private fees may apply.
Hospital/Emergency: Prince of Wales Hospital/ Sydney Children’s Hospital are the local hospitals 9382 2222—current fee $120 for International Students

Prices
Students who are Medicare Card holders are Bulk Billed. Overseas students who have Medibank OSHC or OHSC Worldcare insurance are seen at no cost to them as we directly bill the insurer.

Fees apply for non-current students. Please inquire at reception. Medicare does not cover work-related, insurance, diving medicals & private fees may apply. Most work and travel vaccinations incur a cost.

Telephone Calls
Emergency calls are taken by our Nurses & Doctors. Messages are taken for most other calls and returned as soon as possible (usually in the next 24-48 hours).

Referrals
An appointment is required for all referrals. Allow 30 minutes for Mental Health issues. It’s illegal to back date referrals.

Reminders
With your permission & current address we can include you in our reminder system.

Results
Results are given in consultations, unless by prior arrangement. Please arrange an appointment at reception to follow-up your results.

Immunisations
We give childhood, adult, occupational, and travel vaccinations. Bring your immunisation record with you.

Work Injuries & Workers Compensation
All accounts are required to be paid at the time of the visit. Once a claim number has been received we will forward the accounts directly to the insurance company.

Insurance Medicals & Medico Legal Matters
-Speak with our reception staff to arrange these.

Privacy Policy & Personal Health Information
All staff are legally bound by Australian Privacy Principles (copy at reception). Discuss concerns with your Doctor or the Director, Dr Bill Kefalas
Visit: https://www.legal.unsw.edu.au/compliance/privacy/mgtplan.html

Interpreters
If you need an interpreter please let us know.
Medicare: 131 450
OSHC Worldcare 1800 006 745
Medibank OSHC 1 800 234 601

Suggestions, & Complaints
We ask you to firstly complain directly to the party concerned. In addition, all complaints can be directed, in writing to Dr Bill Kefalas (Director) Email b.kefalas@unsw.edu.au, Feedback also welcomed. The Health Care Complaints Commission can be contacted on 1800 043 159 www.hccc.nsw.gov.au

Disabled Patients/ Hearing/Visual Impairments
If you need help accessing care, information or parking at our practice please ask or phone our receptionists who will be happy to help you.

How to get the most out of your visit
• Make an appointment for the right amount of time
• Allow about 15 minutes for each simple issue & 30 minutes for a complex issue or multiple problems
• Use the Doctor to help you prioritise your issues & decide what you can cover in the consultation.