

## 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



**UNSW**  
THE UNIVERSITY OF NEW SOUTH WALES

**UNIVERSITY HEALTH SERVICE**  
Ground Floor East,  
Quadrangle Building  
UNSW



**During Session:**  
Monday & Thursday 8.15am- 7.30pm  
Tuesday, Wednesday & Friday 8.15am—6pm

**Out of Session:**  
Monday-Friday 8:15am- 6pm

**Appointments: 9385 5425**  
Online bookings available visit  
[www.healthservices.unsw.edu.au](http://www.healthservices.unsw.edu.au)

# University Health Service

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](http://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](tel:93855425) or email [unihealth@unsw.edu.au](mailto: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

Adult Emergency is in Barker St, Randwick.

Children's Hospital Emergency is in High St, Randwick.

## Home Visits (Campus)

Are available at lunchtime on campus to patients with disabilities or those too sick to come to the surgery.

## Prices

Students who are Medicare Card holders are Bulk Billed . Overseas students who have Medibank OSHC or OSHC 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 a 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](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](mailto: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](http://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.

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Telephone: 61 2 9385 5425  
fax 61 2 9313 8520  
Email: [unihealth@unsw.edu.au](mailto:unihealth@unsw.edu.au)  
Map reference-E17