The University Medical Centre is a fully equipped and accredited health service providing safe, high quality, confidential health care to the University community. Female and male doctors as well as nursing staff are available for consultation.

Contact Details
Tel: (08) 6488 2118  
Fax: (08) 6488 1078  
Web: uwa.edu.au/medical-centre

Opening Hours
Monday to Friday: 8.30am to 5.00pm  
Saturday and Sunday: Closed  
Closed for approximately two weeks during the Christmas and New Year Period.

Doctors: Dr Christine Pascott (Director), Dr Catherine Keating, Dr Tricia Charmer, Dr Alison Stubbs, Dr Julia Kermode, Dr Paula Barrie, Dr John Terry, Dr Helena Donnelly, Dr Karen Moller, Dr Christine Marsack

Practice Manager: Sharon Almeida

Nurses: Lynnelle Ellis, Bobbie Martin, Carly Sheerin

Mental Health Nurses: Liz Caddy, Jim Reid

Psychiatrists: Dr Pei-Yin Hsu, Dr Jacqui Bongers

Reception Staff: Priya Malde, Pauline Teh, Irene Barnes, Manuela Kiamtia

Appointments
Consultations are by appointment. 10 – 15 minutes allocated to each client. If you require a longer appointment time, please advise staff when you make your booking. We make an effort to run on time and your assistance is appreciated in booking sufficient time for your requirements.

Please try and arrive on time for appointments. If you can’t keep a scheduled appointment please contact us as soon as possible. Your doctor will appreciate your courtesy as will other patients.

Urgent problems requiring immediate medical care will be attended to without an appointment by the practice nurse.

Services Available
The general-practice provides a full range of health services, including:

- General practitioner consultations
- Nursing Consultations
- Emergency Care
- Adult immunisations (immunisations for babies and children are not available)
- Health education clinics including asthma and diabetes.
- Health education workshops including Mental Health First Aid (MHFA)
- Sexual health services, including: contraception advice, pregnancy testing and advice, pap smears and breast examinations and information and testing for Sexually Transmitted Infections (STIs)
- Travel advice and vaccinations
- Management of mental health problems, such as depression, anxiety and stress
- Pre-employment medicals
- Diving medicals
- Home visit by arrangement
- Telephone access to GPs – calls will be returned as soon as convenient
- Electronic communication with our GP’s is NOT a satisfactory method of communication in this environment
Pathology requests, x-ray requests, referrals to specialists

Test results:
Your doctor will ask you to either make another appointment for follow-up of test results OR if routine tests only, to ring the nurse for the results on 6488 2118.

Fees

**UWA Students**
For students with a valid Medicare card or international students with valid OSHC or Medibank insurance, the consultations will be directly billed to the insurance. For students with insurance other than OSHC or Medibank, there will be a private fee which is claimable back from your insurance company. This fee is payable on the day.

**UWA staff or visitors**
Staff and visitors are requested to settle their account on the day of consultation. We can arrange for Medicare to directly deposit the refund amount directly into your bank account. All holders of Health Care Cards are directly billed to Medicare; however a valid card needs to be sighted.

Incoming Call Policy
Doctors at the UWA Medical Centre prefer not to take calls directly from patients unless they have advised the patient to contact them. Doctors will take calls from specialists or other professional colleagues. If the patient insists on speaking to the doctor, a message is taken by reception for the doctor to call the patient back.

Feedback/Complaints
We welcome your feedback about our Practice. A suggestion box is located opposite the lift for this purpose. Should you wish at any time to make a complaint please make your request known to either reception or directly the Practice Manager. Complaints can be made verbally or in writing. We endeavour to resolve complaints in a timely manner.

Should you wish to take the matter further a formal complaint can be registered with the Health and Disability Services Complaints Office:

Health and Disability Services Complaints Office (HaDSCO)
PO Box B61, Perth, Western Australia, 6838
Complaints and enquiries line: (08) 6551 7600
Administration: (08) 6551 7620
Facsimile: (08) 6551 7630
Free call: 1800 813 583
Email: mail@hadsco.wa.gov.au
Web: www.hadsco.wa.gov.au

Privacy policy
A written copy of our Privacy Policy is available from reception on request or on our website.

Medical Assistance After-hours
The University Medical Centre provides after hours medical care through a Locum Service (Dial A Doctor). This service will arrange for a Doctor to visit your home outside of normal hours. Tel: 1300 030 030

Other local after-hours clinics
- Hollywood after-hours clinic, Ph (08) 9346 6191
- Subiaco after-hours GP, Ph (08) 9382 9606
- Nedlands Medical Centre, Broadway, Ph: (08) 9389 8964

Other Emergency contacts
- Hospital Queen Elizabeth II Medical Centre, Ph (08) 9346 3333
- Emergency services Police/Fire/Ambulance 000 (Off campus only. For emergency services on campus ring security on extension 2222.)
- Mental Health Emergency Services, Ph: 1800 676 822
- Poisons Information Service, Ph: 13 11 26
- Crisis care, Ph: (08) 9223 1111
- Sexual Assault Resource Centre (SARC) 24 hour Crisis Line, Ph: (08) 93401828
- Alcohol and Drug Information Service, Ph: (08) 9224 8888 or 1800 198 024