University Medical Centre
Practice Information Sheet

UNIVERSITY MEDICAL CENTRE
2nd Floor, Guild Village
University of Western Australia
M319, 35 Stirling Hwy
Crawley WA 6009

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

Opening Hours
Monday to Thursday: 8.30 am – 4.30pm
Friday: 8.30 am – 3.30pm
Saturday and Sunday: Closed
Closed for two weeks during the end of year University closure period

Doctors:  Dr Christine Pascott (Director)  Dr Elena Ghergori  Dr Tricia Charmer  Dr Alison Stubbs  Dr Julia Kermode  Dr Paula Barrie  Dr John Terry  Dr Helena Donnelly  Dr Karen Moller  Dr Edward Cheuk  Dr Peter Ainscow  Dr Thuy Ainscow  Dr David Rutherford  Dr Dhanya Janardhanan
Practice Manager:  Sharon Almeida
Nurses:  Lynnelle Ellis, Hannah Werdschinski; Vania Ngu
Mental Health Nurses:  Jim Reid; Jo-Anne Dwyer; Angela Wall
Psychiatrists:  Dr Vijay Lazar
Reception Staff:  Priya Malde, Pauline Teh, Manuela Kiamtia

Appointments
Consultations are by appointment with 10 minutes being the standard booking. 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.

You should arrive on time for appointments, 10 minutes early if you are a new patient. 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.

Appointments can be made by phoning the medical centre on 08 64882118 or online www.uwa.edu.au/medical-appt

Services Available
The extensive range of health services includes:
- General practitioner consultations
- Nursing Consultations
- Emergency Care
- Adult immunisations (immunisations for babies and children are not available)
- 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
- Drug and Alcohol counsellor
- Pre-employment medicals
• Diving medicals
• Home visit by arrangement (by deputising service)
• Pathology requests, x-ray requests, referrals to specialists
• If you must contact your GP and are unable to attend in person you may leave a telephone message with reception (please note that appointments are preferred)

Test results:
Your doctor will ask you to either make another appointment for follow-up of test results OR an SMS will be sent advising you to do so if needed. Please advise if you do not want to receive an SMS from the medical centre.
Please note “Only a member of the medical or clinical team can provide treatment or advice over the telephone”.

Fees

UWA Students
For students with a valid Medicare card or international students with valid Allianz OSHC or Medibank insurance, the consultations will be directly billed to the insurance. For students with insurance other than Allianz 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.

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
• Subiaco after-hours GP, Ph (08) 9382 9606 https://www.gpafterhourssubiaco.com.au
• Nedlands Medical Centre, Broadway, Ph: (08) 9389 8964 https://healthengine.com.au/medical-centre/wa/nelands/nelands-medical-centre/s47382
• Goldsworthy GP After Hours Clinic, Ph: (08) 9384 0551 https://www.goldsworthygp.com.au/

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