

ANU Medical centre  
Health and Wellbeing Kambri  
Level 2 ,Building 156 ,Joplin Lane  
Acton, ACT ,2601  
02 61252211

Mission Statement-

To provide high quality care to the University Community.

The Australian University Medical centre offers primary healthcare for all ANU students and staff only.

Our experienced team at ANU medical centre,

- ❖ Dr Wilhem Anell joined the clinic in February 2019 with extensive experience in practice family medicine including men's health, minor surgery travel medicine obstetrics and gynaecology.
- ❖ Dr Craig Corr Canberra draws people back and I am included! For the last eight years I have been working in Melbourne and Geelong providing General Practice and Anaesthetic services. I worked at the ANU Health service during the preceding eight years. My medical interests include sexual health, men's health and travel health.
- ❖ Dr Phillip Hope has been working at the ANU medical centre since 2006. Special interests include general medicine, mental health and travel medicine.
- ❖ Dr Michael Tedeschi has been working at the ANU medical service since 1998 and his special interest is in Drug and alcohol problems.
- ❖ Registered Nurse Casie Causley – Looking after all immunisation requirements.

We are open Monday to Friday 8.30 am to 5.00pm.

Appointments are needed for all Doctors. A standard appointment time is 15 minutes.

The medical centre has daily appointments for urgent requirements. Please call reception.

Students at ANU with Medicare or OSHC are bulk billed.

We cover OSHC Bupa, AHM, NIB, Medibank and Allianz.

ANU staff are billed privately please see website for details.

When attending an appointment it is essential that all students and staff are able to present their student/staff ID card, Medicare number and for international students an overseas student health cover card or details.

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.

***Please note a fee will apply to patients who fail to attend a booked appointment. Please check cancelation requirements before booking.***

***Standard appointment 15 minutes \$40***

***Long appointment 30 minutes \$80***

**Planning a visit**

Step 1 Appointments to see a Doctor can be made online via the Hot Doc app, in person with reception or by telephone 02 61252211.

Step 2 On arrival, please notify the receptionist that you have an appointment or would like to make appointment and present your ANU ID card, your Medicare card or OSHC card/details.

Step 3 The receptionist will verify that your contact details are correct and ask you to take a seat in the waiting room until you are called.

Step 4 Following your consultation you will only be required to report back to the reception desk if; You were asked to book a review/follow-up appointment, and/or you are required to pay for the consult.

Step 5 If the Doctor has prescribed you medication, you will be required to take the script to the pharmacy to have it issued to you. University Pharmacy is located on the basement level.

### **How to make the most from your consultation**

- Have a clear idea of what you want to cover.
- Have a list of all prescribed and non-prescribed medications you are taking.
- If it is your first visit be prepared to give a family history.
- Don't come with a shopping list of complaints. Appointments are only 15 minutes so be prepared if the doctor will treat your most pressing complaint and ask you to rebook.
- If you wish to deal with several issues ( eg cervical screening and skin check) consider making separate appointments on different days as billing does not allow us to bill for both on the same day.
- Ask the doctor to write down any specific directions about what you are unsure about.
- At the end of the consultation be clear whether a follow-up appointment is required.
- Do not be embarrassed to tell you doctor anything. :)

### **The medical centre covers all areas of General practice including:**

Common colds and influenza (you should have a Covid test first either RAT or PCR) before attending.

Women's Health and cervical screenings

Men's Health issues

Childhood vaccinations

Contraceptive advice

Ear syringing

Facilities for ECG and Audiometry

STI checks

Skin and Mole Checks

Minor surgical procedures such as mole excision, ingrown toe nails, Implanon removal and insertion.

Tetanus Boosters if needed when you have an injury

Sinusitis, tonsillitis, middle and outer ear infections

Psychological problems (with referral to the Counselling service if required)

### **Cultural sensitivity**

We encourage patients to advise our staff or their Doctor if there are any cultural issues that we may need to consider.

### **Chaperone**

All patients are entitled to have a chaperone present when an intimate examination or procedure will take place. In appropriate circumstances, the chaperone may be a family member or friend or you may prefer a member of staff to be present. If you would like a chaperone please ask.

### **Obtaining pathology and X-ray/Ultrasound results**

The Medical centre advises that patients will only be contacted by their doctor regarding results that require *urgent* action. For non-urgent results you will be notified via Hot doc to make an appointment. Please contact the reception team for all other results.

### **Communication Policy on telephone calls and electronic (email, SMS) communications.**

Doctors in the practice may be contacted during normal opening hours, If the doctor is with a patient, a message will be taken and the reception staff will advise you when it is likely that the doctor will call or advise staff on how to proceed.

On request non-clinical information can be emailed to you at your request.

We use HotDoc for recalls and reminders via SMS.

Our practice will make sure that any marketing emails, texts and letters we send you clearly tell you how to opt out, or you can phone our staff.

### **Parking and Disability access**

Paid Parking is available on site and designated disability parking spaces are available. Disabled access to level 2 is provided by a ramp in the underground carpark and lifts.

### **Privacy and confidentiality**

We mindful of the information you provide to us as health professionals is personal and private.

The collection and storage and release of information by the ANU Medical centre is covered by the Privacy Act 1988. In general, this means that no personal information about you, including the fact that you have visited the medical centre will be released to anyone outside the medical centre without your consent.

However, you should be aware that the information relevant to your care and well-being may be shared between health professionals within the centre, so the health professionals can work together to provide you with the best possible care.

In addition, legally and ethically, the university may be required to release information the following circumstances:

- if it is necessary to protect you or someone else from imminent danger
- in response to a subpoena, summons or written demand from administrative body, organisation or Commonwealth authority with the power to request the information

- Where a law requires your information to be disclosed, such as for the enforcement of criminal law or if you have a health condition which must be notified: or where you are involved in proceedings against the university.
- Access to your own health records is available on request

Should you at any time have a query or complaint in relation to the privacy policies in place at the ANU medical centre please contact the Practice Manager who will be happy to address any of your concerns.

### **Feedback and complaints**

Feedback: [medical.centre@anu.edu.au](mailto:medical.centre@anu.edu.au)

Complaints can be directed to the Practice manager via email [medical.centre@anu.edu.au](mailto:medical.centre@anu.edu.au)

Please ask for the Patient Privacy pamphlet for further information available at reception.

ACT Health services commissioner 02 6205 2222

[www.hrc.act.gov.au/health](http://www.hrc.act.gov.au/health)

### **Alternative options when you are unable to get an appointment**

ACT Walk in centres-

Provides, free health care for advice and treatment for people with non –life threatening minor illness and injuries to anyone who is over 2 years of age. Open 7 days a week between 7.30 am and 10 pm. No appointment necessary.

Belconnen Walk- in centre, Lathlain Street Belconnen

Gungahlin Walk in centre, Ernest Cavanagh Street, Gungahlin

Weston Walk-in centre, 24 Parkinson Street, Weston creek

Tuggeranong Walk in centre, Corner Pitman Street and Coleslaw Street, Tuggeranong

If you wish to speak to a nurse, please contact Health Direct: 1800 022 222

### **After Hours Care**

If medical attention is required that is not a critical or life threatening (for medical emergencies see below) after hours options please call either,

CALMS – 1300 422 567 \*please note you will be expected to pay for the service. Call centre operates from 6pm to 8.30 am the next morning. Clinics are open at the Canberra and Calvary Hospitals from 8pm to 11 pm booking thru the call centre. For further detail please check the website <http://calms.net.au>

Or

13 SICK (7425) after 6pm weekdays, 12 noon Saturday all day Sunday and public holidays. This will be bulkbilled \*if eligible for Medicare rebates.

### **Life threatening Emergencies**

Ambulance or other emergency services dial Triple zero - 000

Ambulance cover- Ambulance services are not covered by Medicare and may not be covered by OSHC. Ambulance cover insurance is recommended or proceed to ED Emergency Department at:

Locations of Canberra Hospitals Emergency Departments

*Calvary Hospital*

Hayden Drive, Bruce (5 kms from campus)

or

*The Canberra Hospital*

Yamba Drive, Garran (12 km from campus)