**PATIENTS WITH DISABILITIES**

All students with disabilities are welcome at the USQ Health Service. Should you have any specific requirements prior to visiting our service, please do not hesitate to discuss these with our Student Relationship Officers.

The Health Service has an accessible entrance and interior space with wheelchair-accessible toilets.

**Health Service Hours**

Monday to Friday

9:00am - 5:00pm

**Consulting Hours**

Monday to Friday

9:00am – 4:30pm

**General Practitioners**

Dr Jodi Dennis

Dr Lawrence Wong

**Clinical Psychologist**

Thèrése Landers

**Manager Health Services**

Skye

**Student Relationship Officers**

Megan

Arlena

**Nurse Practitioner**

Christine Schoenfisch

**Registered Nurse**

Skye

**MAKING APPOINTMENTS**

Appointments can be made by phoning Monday to Friday between the hours of 9:00am – 5:00pm on

07 4631 2372 or via the website or HotDoc app.

The doctors have ‘on the day’ bookings available. Please call us early to access these bookings.

Appointments are generally of 15-minute duration. Each appointment is for one person. Separate bookings required for other family members.

If all doctors are fully booked and you have an emergency or a sick child, please advise the Student Relationship Officer so arrangements can be made to deal with the medical issue in a timely manner. If you are unable to keep an appointment, we ask that you cancel as soon as possible.

An SMS will be sent to you as a reminder for your appointment.

**CONSULTATION COSTS**

All enrolled USQ students who hold a Medicare card are bulk billed. For OSHC card holders, fees will be directly billed to your provider (some exclusions apply). Your card must be presented at each visit. If you are with a health fund that we do not have a direct billing arrangement with, payment is required in full with an invoice being given to claim your refund through your health fund.

Staff, dependants and other community members may incur a fee, dependent on the practitioner you see. Medicare rebates are available and can be processed at time of consultation. Fees are payable at the time of your visit and EFTPOS is available for your convenience.

Please see our Billing Policy which is displayed in the waiting area of the practice.

**UNABLE TO KEEP YOUR APPOINTMENT**

If you are unable to attend your booked appointment, please advise our staff as soon as possible by calling the practice. This allows us to offer your appointment to another patient. In the instance where a patient does not provide 24 hours’ notice of cancellation or does not arrive for an appointment, a $20 non-attendance fee will be charged.

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**INFECTIOUS DISEASES**

Any patient who thinks they may have an infectious condition such as chicken pox or vomiting and diarrhoea are required to notify the student relationship officers prior to their arrival at the health service, so they can be isolated from the general waiting room.

**SCRIPTS**

Scripts will not be written without a consultation with our doctors, including medications that you are repeatedly prescribed.

All doctors at the health service contact the Drugs of Dependence Unit before prescribing any Schedule 8 Drugs.

**TEST RESULTS AND INVESTIGATIONS**

If you have undergone any tests or procedures, please make an appointment to discuss your results with your doctor or nurse practitioner.

Our health service is committed to preventative health care. You may be contacted with a reminder notice from time to time advising you to make an appointment regarding your results.

**CHRONIC DISEASE MANAGEMENT**

This health service focuses on preventative medicine and as such the registered nurse may contact you to make an appointment for your annual health assessment, GP Management Plan and/or Team Care Arrangement. These assessments are paramount in providing you with the optimum care. Please ensure you make an appointment.

**PATHOLOGY**

Our registered nurse is available for blood tests and other pathology, which has been ordered by our doctors or nurse practitioner.

Please ensure you make an appointment for this service.

Pathology forms from other doctors are not accepted.

**MEDICAL CERTIFICATES**

Legally, a doctor or nurse practitioner cannot write a medical certificate to cover time of which they have no knowledge. If you require a medical certificate you must present at early onset of the illness.

**FORMS**

If you have a form that must be completed by the doctor or nurse practitioner, then an appointment is required. This will allow the doctor or nurse practitioner to discuss the form with you in person. You may require a longer appointment depending on the nature of your paperwork.

**telephone calls**

Telehealth consultations are now available for patients. Please advise our team if you would like to make your appointment a phone appointment.

If you would like to speak to the doctor or nurse practitioner an appointment must be made.

If you would like to speak to the Manager of Health, please give as much information to our SRO’s and a message will be left for the Manager to attend to.

**AFTER HOURS CARE**

The University has a deputizing agreement with House Call Doctors **13 55 66** to provide care out of hours. House Call Doctor can treat you in your home during the following hours:

Weekdays (Monday to Friday): 6 PM to 8 AM the next day.

Weekends: From 12 noon Saturday to 8am Monday morning. The service is also available all day on public holidays.

 A copy of your provided care will be sent to us.

**anti-discrimination policy**

No patient, new or existing will be refused access to medical care from a doctor or nurse practitioner on the basis of their sex, age, religion, ethnicity, sexual orientation or medical condition.

All of our doctors and staff are expected to treat patients with the same respect, courtesy, politeness and understanding at all times.

Enter Contact Information Here | 1127 Lombard Blvd. San Francisco, CA 59802 | phone 555.555.5555 | fax 555.555.5555

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**COVID-19**

USQ does not currently undertake COVID-19 testing. If you have recent exposure to someone who has tested positive to the virus or have recently returned from interstate or overseas travel. Please follow the QLD Health guidelines on this website: <https://www.covid19.qld.gov.au/>

If you currently are experiencing any symptoms including runny nose, sore throat, fever, fatigue or diarrhoea, please go to your nearest testing centre. Testing centre locations are also available on the above website.

**INTERPETING SERVICES**

We currently use the services of TIS National for all of our interpreting needs.

If English is not your first language and you require Interpreter services for any of your appointments please advise our Student Relationship Officers.

**YOUR HEALTH INFORMATION**

Your medical record is a confidential document. It is the policy of this health service to maintain personal health information at all times and to ensure that this information is only available to authorised members of staff. Patient consent is required for the transfer of any personal health information.

In some instances, de-identified personal health information may be used for carrying out public health or other medical research. Please indicate to our administration staff if you do not wish to participate.

We abide by the National Privacy Principles a [www.privacy.go.au/health/index.html](http://www.privacy.go.au/health/index.html)

The University of Southern Queensland’s Privacy Policy is displayed in the reception area and is available on request. The Privacy Policy may also be accessed on our website.

**FEEDBACK**

We value your opinion and welcome any suggestion you have that may improve the service we provide. Please give us your feedback by mail to the above address or speak to your doctor or the Manager Health Services.

**ACCREDITATION**

The practice is accredited with Australian General Practice Accreditation Limited (AGPAL).

This accreditation is conducted every 3 years. Our next accreditation is due January 2023. As part of this process you may be asked to complete a patient survey form giving feedback on your experience at our health service. This information is confidential.



**complaints**

If you have any complaints about the way the health service manages your information, or the way the staff or doctors have treated you, please discuss it with our Health Service Manager who can refer you to the most appropriate course of action. Often minor misunderstandings can be prevented from turning into major problems with early intervention.

If you feel we have not dealt with your concern appropriately, then you can contact the Office of Health Ombudsman below:

Office of Health Ombudsman

PO Box 13281 George Street

Brisbane Qld 4003

Phone: 133 646

**OTHER INFORMATION**

**Overseas Health Cover**

BUPA - T: 1800 888 942

Medibank Private – T: 137 190

Allianz Global Assistance – T: 13 6742

**Mental Health**

Beyondblue - T: 1300 224 636 (24 /7)

Lifeline - T: 13 11 14

**Domestic Violence – White Ribbon**

1800 737 732 (24/7 counselling)

**Sexual Assault Assistance**

National Sexual Assault Line – T: 1800 737 732

**🕿Quick Guide🕿**

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Toowoomba Hospital Emergency

P: 07 4616 6000

St Vincent’s Emergency

P: 07 4690 4444

St Vincent’s Hospital

P: 07 4690 4000

St Andrew’s Hospital

P: 07 4646 3000

House Call Doctor

P: 13 55 66

Day & Night Pharmacy

Stellarossa Bernoth Centre

677-683 Ruthven St

P: 07 4632 3971

Open until 10:00 pm

Uniplaza Pharmacy

P: 07 4636 2093

12/468 West Street

In an Emergency call 000

**Available Services**

* Health Assessments
* Minor Surgery / Procedures
* Clinical Nursing Care
* Diabetic Care
* GP Management and Team Care Plans
* GP Mental Health Plans
* Paediatrics
* Weight Control
* WorkCover
* Pre-Employment Medicals\*
* Women’s Health
* Blood Pressure Management
* Acute Clinical Care
* Immunisations
* Driving Medicals\*
* Men’s Health
* Indigenous Health
* Skin Checks
* Chronic Disease Management
* Medical Examinations
* Health Promotion
* Electrocardiographs (ECG)
* Spirometry (Breathing)
* Travel Medicine incl. Yellow Fever
* Psychology services

\*Please note some services may **not** be covered by Medicare\* - please check with our reception staff

If you have other health needs that are not listed above, please contact the Manager Health Services either in person, letter or by email:

Manager.health@usq.edu.au to discuss further.

**My Health Record**

Please advise if you wish a summary to be uploaded to your My Health Record by our practitioners.

**The National Code of Conduct for Health Care Workers (Queensland)**

<https://www.health.qld.gov.au/system-governance/policies-standards/national-code-of-conduct>