This Practice is an AGPAL accredited Health Centre.

Accreditation provides assurance for consumers about quality and performance at our practice.

HEALTH CENTRE

Doctors and Nurses: Provide confidential consultations by appointment to the University community, and Travel Health consultations to the general public.

Appointments: Can be made by contacting staff between 9am and 4pm Monday to Friday. Medical staff are available Monday to Thursday between 9am and 3.30pm and Friday between 9am and 12noon during terms and limited hours during term breaks.

*Please note administration staff are available to take calls until 4pm and the door locks at 4pm. Doctors hours may be subject to change.

Emergencies: Will always be given priority and you will be contacted where possible if there are delays.

Consultations: Average 15 minutes, you should tell the receptionist if you require more time.

Cost: Services are bulk billed for students, Health Care Card Holders and children under 16. Domestic patients should supply their medicare card, international patients need to bring in their overseas health cover card.

Standard consultation fees apply for those who don’t fall into the above categories:
- Out of pocket cost = $24.25
- Standard fee = $61.30
- Long consultation = $95.30
- Medicare rebates apply.

EFTPOS is available—payment on the day. If you use a debit card you will get your rebate straight away. If you use a credit card you will need to take your receipt in to Medicare to get your rebate.

Tests/Procedures results: Your doctor will advise you if you need to make a follow up appointment, results will only be given over the phone if you are away on placement or if the doctor has asked you to call.

Reminder System: There is a recall system in the form of reminders for patients requiring follow up for pap smears and Travel Health Vaccinations.

If you do not wish to be included in our reminder system, please tell your doctor.

Services offered include: Immunisation, pregnancy testing, pap smears, liquid nitrogen freezing therapy, sports medicine, skin and general health checks, sports and occupational medicals.

Travel Health: The Health Centre is accredited for Yellow Fever. Consultations are $95.30 for the first person, and bulk billed for accompanying persons. Medicare rebates apply. Vaccinations are charged at a competitive rate and available on site.

EFTPOS is available—payment on the day.
Information and Advice: Is available on contraception, sexually transmitted infection, nutrition, alcohol and drug issues.

You may drop in any time during opening hours to make use of the health resources available.

Suggestions or Complaints: Can be placed in the box provided in the reception area.

You can also make complaints to the Practice Manager or directly to the Victorian Government Office:

Health Services Commissioner
Level 26/ 570 Bourke Street
Melbourne Victoria 3000
tel: 1300 582 113

Confidentiality/Privacy: Your medical record is a confidential document. It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff.


This practice also strictly adheres to the ‘Code of Practice for the Management of Health Information in General Practice’ RACGP 1998.

Staff:
• Dr Bernie. Fensling
• Dr Elizabeth Russell
• Dr Shantini Thevathasan
• Nurse Mary Madden
• Nurse Coral Bentley
• Administration: Kerry Cleary, Kerry Hobbs

Contact:
Phone: 03 5327 9477
Fax: 03 5327 9779

Location: Mt Helen Campus – Health Centre, Ground Floor T North.

Website: https://www.federation.edu.au/health-centre

After Hours: After hours GP helpline: 1800 022 222

National Home Doctor Service – 13 SICK (7425)
Mount Clear Medical Centre – 53301702

** For a Medical Emergency Call 000