

QUT Health Services

GP - Lower level, Y Block, tel: 3864 2321
(8.30am to 5pm)

KG - Upper level, C Block, tel: 3864 3161 (8am-4pm)

CA- off campus ((8.30am to some days 6.30pm)

“Clock Corner Medical Centre”
Cnr Beams Road & Balcara Avenue,
Carseldine
Phone: 07 3263 1240

<http://www.healthservices.qut.edu.au/>

QUT Health Services

QUT Health Services has doctors and nurses who provide medical services and emergency care for ALL students and staff of the university. Services include: lifestyle advice, minor surgery, pathology (blood testing), vaccination, and sexual health, surveillance of medical conditions, travel health, sports medicine, general advice and education on health. All consultations are strictly CONFIDENTIAL.

If you need to see a doctor, you must make an appointment. However you do not need an appointment to see a nurse, and there is no charge to see a nurse.

Students will need to bring both their student ID and their OSHC card with them to all appointments.

Norwegian students will have to pay at time of consultation. This should be refunded by their government.

Appointments are:

- Necessary to see the DOCTORS (you may have to wait for this appointment)
- Necessary for some services, such as vaccinations and special tests.
- Not necessary in the case of an accident or emergency situation, or serious illness. A nurse practitioner will attend to these immediately

After hours service

After hours service is available through “Family Care” medical service by telephoning 3831 9999. Their receptionist will arrange for the doctor-on-call to see you either at home or a Family Care surgery located throughout Brisbane. House calls can cost around \$130

(with a rebate of around \$95). These services are available from 6pm to 7 am (Mon-Fri) and from noon on Saturday till 7:30 am on Monday.

Public Hospitals

Each public hospital has a 24 hr *Emergency and Casualty* department where you may seek help after hours and during weekends. Expect to wait a long time to see a doctor at a public hospital unless of course it is an emergency. You should check whether your OSHC provider covers out patient treatment.

Your health insurance (OSHC) covers the total cost of your accommodation in a shared ward of a public

Public hospitals

Mater Adult Public Hospital, Raymond Terrace.
South Brisbane, Tel: 3840 8111

Princess Alexandra Hospital
Ipswich Rd. Woolloongabba, Tel: 3240 2111

Queen Elizabeth II Hospital
Kessels Rd, Coopers Plains, Tel: 32756111

Royal Brisbane & Royal Childrens Hospital
Tel: 32533777

Royal Women’s Hospital
Bowen Bridge Road, Herston Rd, Herston
Tel: 3253 8111

EMERGENCY – Dial 000

hospital. It also pays the total “schedule fee” for the doctor but you will need to pay any difference if the doctor charges more than the schedule fee.

Private Hospitals

Private hospitals are very expensive for treatment and accommodation. Your OSHC will cover some cost of a private hospital, but you will have to pay the difference. (Refer to the Yellow pages telephone book, A-K, Hospital - Private)

Health services outside QUT

Some doctors outside QUT charge more than the basic “*scheduled fee*”. The scheduled fee is the recommended fee set by the government. Scheduled fee is also known as the **Bulk Bill** fee. 85% of the scheduled fee is the normal health fund rebate. Always ask before making an appointment if that medical practice charges the scheduled fee or bulk bills.

Doctors are referred to as a GP, General Practitioner or MP, Medical Practitioner. A list of doctors' names, locations, and phone numbers can be found in the Yellow Pages, L-Z, under *Medical Practitioners - Locality Guide* for the nearest medical centre in your suburb.

Pharmaceutical Prescriptions

Pharmaceuticals prescribed by a doctor are not free nor are they available from doctors. They must be purchased at a Chemist. If the cost of the prescribed medication is over a certain amount you get a refund of the amount over \$20 through OSHC provider. Pharmaceuticals prescribed under \$23.10 are not claimable. For single membership you will be able to claim a total of \$150 per year for pharmaceuticals prescriptions or \$300 for family membership, from your OSHC provider. (*Refer to OSHC Claiming a refund, on pg 2.*)

Overseas Student Health Cover - OSHC

The Dept of Immigration requires all international students and their families (on "dependent" visa) to have medical insurance while in Australia.

Currently there are four insurance companies that provide OSHC. These are;

- Worldcare Assist* - Tel: 131484 (www.oshcworldcare.com.au)
- Medibank Private – Shop Q230 – 232 Wintergarden Centre, 171 – 209 Queen Street Mall. (www.medibank.com.au/join/overseas/studentchoice.asp)
- BUPA OSHC (www.overseasstudenthealth.com)
- Australian Health Management Group (www.oshc.com.au)

* *QUT preferred provider, with representatives on campus.*

Each company provides a basic health insurance which covers the cost of consultations with a General Practitioner, blood test, x-rays, hospital treatment, some pharmaceuticals, and emergency ambulance.

Make sure you know what is covered by **your** provider and what is NOT covered. Read the policy carefully particularly with regards to **pre-existing conditions**.

Membership

Your health cover membership begins the day you land in Australia or the day payment is received.

Newly arrived students who are insured with Worldcare Assist will be given their cards during Orientation. If you have to see a doctor but have not received your card, make sure you keep the receipt to claim the doctor's charge back at a later date.

You are responsible for ensuring your OSHC remains valid throughout your stay in Australia. As long as you remain in Australia on a student visa you **MUST** be covered by OSHC. Renewals and payments for Worldcare Assist can only be made online with a credit card or by mail.

Claiming a refund

To get a refund for doctors' fees and prescription medication, submit a claim form and original receipts to your OSHC provider. You should get the full amount if you have been charged the scheduled fee. For further details access

https://www.oshcworldcare.com.au/member_student/login.aspx

Extra health insurance cover

You may wish to take additional insurance for services such as dental, optical, chiropractic, physiotherapy, clinical psychology all of which are not normally covered by the basic OSHC package. Check with individual insurance companies for extra cover and make sure you are aware of the conditions that apply for certain coverage.

Student accident insurance

The Student Guild covers every student of QUT for personal accident insurance. You are covered on and off campus, anytime of day, until you finish your course. There is no application process - you are automatically covered as a student guild member. For more information contact the Student Guild.

Dental services

OSHC does not cover dental services. You will have to see a private dentist, which generally costs approximately \$50 for the first visit. You should be given a good estimate/cost of the work to be done after your first visit. If in doubt seek a second opinion. Some dentists are more expensive than others. Appointments are necessary to visit a dentist, and payment at time of service is always expected.

Family Planning

Family planning, contraceptives, and sexuality issues can be discussed with nurses, doctors, or counsellors on campus. There are also several centres throughout Brisbane providing advice and specialist services to the community. Family Planning Queensland 100 Alfred St, Fortitude Valley, QLD - ph - 3250 0240

Other university services

Counselling

Feeling homesick is normal and can affect anyone at any age. Being in a new country and new university is

difficult and can be overwhelming for anyone regardless of cultural background, age, gender, and life experiences.

In Australia it is common to seek help and speak to a counsellor about fears, stresses or distresses, grief, academic anxieties, relationship issues; any concern affecting your lifestyle. Counselling can help you achieve and maintain a balanced and healthy lifestyle.

On campus - ISS and Counselling Services provide a service which is friendly and confidential, non-threatening, and open to all cultural backgrounds. These services are located at Gardens Point (Y block – ISS phone 3864.2019) and Kelvin Grove (C block – ISS phone 3864.3150) and Carseldine (C block).

Off-campus – “Lifeline Brisbane - Personal and Family Counselling” unit provides personal and marital counselling for people of all ages who want to make changes in their lives. Lifeline (phone 13.1114 24 hrs) is a safe and supportive environment adhering to respect of an individual and maintaining confidentiality of all its cases.

Physiotherapy

Physiotherapy services are available at Gardens Point and Kelvin Grove campuses through the experienced "LifeCare Campus Physiotherapy" team. They have extensive experience in sports and musculoskeletal physiotherapy, including assessment and treatment of ergonomic related problems. Reduced rates are available to QUT students and staff, gym and pool members. Students injured through a QUT activity may be eligible for Student Plan Insurance (Please talk to the Student Guild). Rebates may be available from your OSHC (if you have comprehensive cover). Please ring to speak to a physiotherapist or to arrange an appointment. Phone GP 3864 1687, KG 3864 3711.

Optometry

QUT has an optometry clinic on Kelvin Grove campus, O block. The clinic is a teaching facility for optometry students. Eye testing is free but there is a cost for glasses and contact lenses. For appointments, call **3864 5739**. If your glasses are broken or it is an emergency you may not need to make an appointment, but please ring first.

Podiatry

A podiatry clinic is available on Kelvin Grove Campus, O block. The clinic is a teaching facility for podiatry students. An initial consultation will cost \$15. General podiatry services (including orthotics) are available - from corns and calluses to other feet & postural problems. There are charges for these services, especially orthotics, but they are generally less than at private clinics. Family members are welcome to attend the clinic. Appointments are necessary. Please call 3864 5652.

WOMEN'S HEALTH QUEENSLAND WIDE

165 Gregory Terrace
Spring Hill
Tel: 3839 9962/ 1800 017 676 (Toll Free)

Health InfoLine: 3839 9988
www.womhealth.org.au

Opening Hours: Monday, Tuesday, Thursday, Friday - 9:00am to 5:00pm, and Wednesday - 12:30pm-7:00pm
The Centre is a community based information and referral service run for women by women.

Information is available in languages other than English. Childcare can be arranged so that women are able to attend programs that are run at the Centre.

The Centre has a lending library; conducts a variety of forums and sessions on women's health issues; and you can become a member and receive their newsletters which keep you up to date on the coming events.

Sexual Matters (including harassment, sexual assault & trauma, sexual identity difficulties)

A Sexual Assault Helpline provides support for women who have been abused or assaulted either recently or at any time in their lives (phone: 1800.010.120, 24 hrs a day). It is free and confidential.

The Men's Sexual Assault Service can be contacted for support and advice on ph: 3227.8666 (9am – 5pm) or 0411.220.055 24 hrs.

7-day Medical Centre

CBD 7 day Medical Centre
Level 1/245 Albert St (cnr Albert & Adelaide St)
Tel: 3211 3611

South City Medical Centre (6 days, Mon-Sat)
39 Gladstone Road, Highgate Hill
Tel: 3844 4000

Indooroopilly Day & Night Medical Centre
66 Station Road, Indooroopilly
Tel: 3878 3733

Annerley 7 Day Medical Centre
cnr Ipswich & Ekibin Roads, Annerley
Tel: 3848 9299

Taringa 7 Day Medical Centre
15 Morrow St Taringa QLD 4068
Tel: 3870 7239

IP, Carey*
Sunnybank Plaza
Cnr Mains Road & McCullough Street
Sunnybank 4109
Tel: 3344 6866

KWOK, C.T.*
1363 Beenleigh Road
Kuraby
Tel: 3841 5599

Mandarin

CHAN, B.L.C.
Beach Medical Clinic
135 Margate Parade
Margate
Tel: 3284 9777

Indonesian

ONG, S.H.
97 Braun Street
Deagon 4017
Tel: 3269 8118

Fijian

PRASAD, K.
721 Albany Creek rd.
Albany Creek
Tel: 3264 2211

French

GUERRINI, Sophie
3rd Floor, T&G Building
141 Queen St, Medical Centre, Brisbane
Tel: 3229 9355

Hindi (Indian)

CHOTAI A.K.N.
West End Family Clinic
109 Vulture St. West End
Tel: 3844 4111

KEVAT, S.G.
(Rheumatologist)
Strathpine Special Centre
Suite 12, 28 Dixon St
Strathpine
Tel: 3889 7990

MAJUMDAR, AK
(Psychiatrist)
Suite 4
26 Baynes Street
Margate
Tel: 3883 2414

German & Hungarian

Dr J. Skala
245 Albert St
Tel: 3211 3611

Japanese

OKADA, T.
101 Wickham Terrace
Brisbane
Tel: 3831 7001

Malaysian

CHI, A.T.B.
107 Anzac Avenue
Redcliffe
Tel: 3284 5098

Tamil

JAYARAJAN, N.
Acmed Medical Group
180 Fairfield Road, Fairfield
Tel: 3844 1100