The UNSW Health Service has a team of experienced doctors, specialists and health professionals available to help you with any concerns you may have about your health and wellbeing.

UNSW Health Service [Duration: 3:35] Transcript

UNSW Health Service video in Mandarin: [???????] [Duration: 3:35]

We can treat everything from colds and flu and heart problems, to general health issues and sports injuries. We can also conduct men’s and women’s health checks and provide vaccinations for general health and travel. We also have Doctors who can conduct appointments in languages other than English.

Unwell? Novel Coronavirus: COVID-19

Seeing a Doctor (GP) in Australia

Health care systems around the world vary greatly from country to country. In Australia if you are feeling unwell or have a minor injury your first point of contact is a general practitioner(GP) who works at a health service or doctors’ surgery.

A GP can assist you a wide variety of medical conditions from colds and flu to minor injuries such as sprains or cuts, to travel vaccinations and sexual health checks. If needed a GP can write a referral letter for you so you can see a specialist.

How to Make an Appointment

To make an appointment:

• Book online, click here
• Call: 9385 5425
• Or visit our office at Ground Floor Quadrangle Building, East Wing.

Some doctors can conduct appointments in other languages. Mandarin – D Pei Chen, Dr Yu Zhang. Greek – Dr Anthea Charalambous, Dr Bill Kefalas. French – Dr Sarah Brewster

Please do not book an appointment online or come into the Health Service if you have cold and flu symptoms; call ahead.

Fees

We offer Bulk Billing to enrolled international students of UNSW. This means that if you are currently enrolled and are covered by an Overseas Health Cover (OSHC) that we can directly bill, there will be no cost to you or your immediate family for seeing a GP. We are able to directly bill to Medibank, AHM, Allianz and BUPA. If you are covered by a different OSHC insurer, you may need to pay upfront and claim the cost back later from your health insurer. Please show
the staff on reception your UNSW Student Card, and your OSHC card on arrival.

UNSW Health Service’s preferred OSHC provider is Medibank OSHC. For any help or questions regarding OSHC or to activate your account, you can find Medibanks’ Office on campus at Shop G1, The Blockhouse, or you can call them on 13 23 31. Medibank also has an OSHC app that can be downloaded to your phone, this provides you with an electronic card. To learn more about OSHC and their app click [here](#).

**Privacy**

All appointments with us are completely confidential and the health service does not link or share your personal records with the university.

**Emergencies / Urgent Help**

**Emergency on campus**

Your first point of contact for any incident or emergency on campus is **campus security**. They will coordinate any emergency response 24/7. **For emergencies phone: 9385 6666.** For general enquiries phone **9385 6000**.

If a life is in danger ring **000** immediately

If someone has attempted, or is at immediate risk of harm to themselves or others, call **000** immediately

**Hospital**

If you are or somebody you are with is **needs urgent medical attention** you can go to an emergency department at the nearest hospital is Prince of Wales Hospital, 320-346 Barker St, Barker St, Randwick-9382 2222

**Urgent Help: 24/7 hour Counselling**

- **Lifeline** - Phone **13 11 14** for crisis support and suicide prevention.

- **Suicide Call Back Service** - **1300 659 467**

- **Beyond Blue** - **1300 22 46 36**

**After Hours Care / Other Doctors in the area**
After Hours Care

To speak to trained medical professionals call the Medibank OSHC Health and Support Line on 1800 887 283. Their nurses are available to speak to you 24/7. Translators are available. You can also call Health Direct on 1800 022 222.

The National Home Doctor Service on 13 7485 have doctors who can visit you at home. Available weeknights, weekends and public holidays. Please ask about fees and how to pay when you phone.

Additional Medical practices near UNSW Kensington

Kingsford Family Medical – Some Doctors Bulk bill. Address: 502-508 Anzac Pde, Kingsford NSW 2031, Phone: (02) 9313 6722

Randwick Doctors Medical Centre – Bulk billing for students and children. Accepts walk-ins. Address: 62 Belmore Rd, Randwick NSW 2031. Phone: (02) 8047 0988

Royal Randwick Medical Centre – Some Doctors bulkbill. Address: 73 Belmore Rd, Randwick NSW 2031. Phone: (02) 9469 8000

Maroubra Medical and Dental Centre – Bulk billing. Accepts walk-ins. Address: 806/812 Anzac Pde, Maroubra NSW 2035. Phone: (02) 9349 9000

Avoca Street Medical Centre – Private Billing Practice. Address: 130 Avoca St, Randwick NSW 2031. Phone: (02) 9399 3335

MyHealth Medical Centre – Bulk billing Monday – Friday. Address: T51, Mezzanine Level, East Village Shopping Centre, 2-4 Defries Avenue, Zetland NSW 2017. Phone: (02) 8076 7288

Randwick Medical – Private billing unless you have a concession card. Address: 155 Belmore Rd, Randwick NSW 2031. Phone: (02) 9399 6327

Eastbrooke Family Practice Randwick – Some Doctors Bulk bill. Address: 24 Perouse Rd, Randwick 2031. Phone: (02) 9664 1333

Medical Certificates and Special Consideration

Refer to the UNSW Special Consideration webpage and download the appropriate form. Students should see their regular doctor or the doctor that was consulted during their illness. As a general rule, it is not appropriate for a Doctor to sign off on a special consideration for an illness that they were not treating about at the time. Certificates are not treated as a medical emergency and will be scheduled as routine appointments (depending on availability, it might be 2 days until the next routine appointment). However, appointments for actual illness are prioritised according to severity

Other Health and Wellbeing Services on Campus

UNSW also has the following health and wellbeing resources on campus:

- Counselling and Psychological Services (CAPS) - Free counselling service for students
- UNSW Optometry -
• UNSW Dental
• Kensington Physiotherapy - Physio at Kensington campus, under the Uni Terraces.
• UNSW Fitness and Aquatic Centre - Gym on Kensington campus - check out their Brightside and Learn to Swim programs
• Douglass Hanly Moir Pathology, Blood collection. Phone: (02) 9662 0330

Location and Hours

Location: Ground Floor, East Quadrangle Building Kensington Campus: Campus map reference E17

Telephone: (02) 9385 5425

Email: unihealth@unsw.edu.au

Opening hours:
Monday to Thursday 8.00am - 6 pm
Friday 8.00am – 5.00pm
Saturday, Sunday & Public Holidays – CLOSED
Pathology Clinic - 8.30am-1pm, 2pm - 4pm Monday to Friday

Ring for last appointment times