The Health Service welcomes staff and their families to the practice. Our team of highly experienced GP’s has a diverse range of skills and knowledge. We can treat everything from sport injuries and general health issues to heart problems. We can also conduct men’s and women’s health checks and provide vaccinations for health and travel.

**Unwell? Novel Coronavirus: COVID-19**

**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**

As UNSW Health Service is primarily a service for students, we unfortunately cannot offer bulk-billing to staff members. This means that Medicare will not cover the full cost of your consultation, as we charge a private fee. At the conclusion of your consultation, you will be required to pay the full cost of the consultation before we send a claim to Medicare on your behalf. The standard rebate amount will then be sent to the account details that you have provided to Medicare within 1 - 3 business days.

**Privacy**

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

**Cancellation**

If you can’t attend your appointment, please call 9385 5425 before your appointment time so we can allocate your appointment to someone else. A minimum of 4 hours notice is required. A cancellation fee of $40.00 will apply for non
attendance / appointments not cancelled in advance.

Access to the service

Q. Can I use UNSW Health Services if I am not a Student?

Yes, you can use the Health Service if you are not a student. However, it will not be bulk billed as the UNSW Health Service only bulk bills current UNSW students. You will need to pay the AMA rate upfront then you can claim roughly half back from your insurer.

Q. Can my children and family use UNSW Health Services?

Here at the Health Service we directly bill children under the age of 16 years old. If you have a current Medicare, Medibank, AHM or Allianz card we can directly bill your child. If you have another insurer you may need to pay upfront but will be able to claim the full amount back as we only charge the rebate amount.

Emergency / Urgent Help

Emergency

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 needs urgent medical attention you can go to an emergency department at the nearest hospital. The closest hospital to Kensington campus is Prince of Wales Hospital: 320-346 Barker St, Randwick - 9382 2222

On campus emergencies

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

Urgent Help: 24/7 hour Counselling

- Beyond Blue -1300 22 46 36

- Lifeline - Phone 13 11 14 for crisis support and suicide prevention.
After hours care / other doctors in the area

After Hours Care

Call the **National Home Doctor Service** on 13 7485 to have a doctor visit your home. Available weeknights, weekends and public holidays. Please check the fees and how to pay when you phone. Or call **Health Direct** to speak to a nurse: 1800 022 222

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** – Bulkbilling Monday – Friday, address: T51, Mezzanine Level, East Village Shopping Centre, 2-4 Defries Avenue, Zetland NSW 2017. Phone: (02) 80767288
- **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 Bulkbill, address: 24 Perouse Rd, Randwick 2031. Phone: (02) 9664 1333

Alternatively, for medical emergencies, please go to the emergency department at Prince of Wales Hospital

Other Health and Wellbeing Services on campus

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

- **Employee Assistance Program (EAP)** - confidential counselling, coaching and wellbeing service free for all for UNSW staff and their immediate family members.
- **UNSW Optometry**
• UNSW Dental
• Kensington Physiotherapy
• UNSW Fitness and Aquatic Centre

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