



Australian
National
University

ANU Medical Centre

Practice Information Sheet

ANU Medical Centre

Level 2, Building 156, Joplin Lane,
Health and Wellbeing, Kambri, Acton, ACT 2601

02 6125 2211

medical.centre@anu.edu.au

anu.edu.au/anumedicalcentre

Practice Hours

Monday-Friday, 8 30am - 5pm

Closed on public holidays and University end-of-year shutdown period.

If there is an emergency, please call 000

Our Practice

The ANU Medical Centre offers primary healthcare for ANU student and staff only. A valid student ID or ANU staff ID is required upon checking in for appointments at the reception.

Appointments

Appointments are required to see our doctors and nurses. We are unable to take walk-ins. Please refer to alternative options at the bottom of this page for walk-in centres in Canberra.

A standard appointment time is 15 minutes. Please opt for long appointment if you have complex enquiries or multiple questions to discuss. Bookings can be made through the below:

- online via HotDoc through anu.edu.au/anumedicalcentre
- in-person
- over the phone by calling 02 6125 2211

The medical centre has daily appointments available for urgent appointments. Available urgent appointments will be released at 8 30am each day. Please call reception if you have further questions on urgent appointments.

Fees

The ANU Medical Centre has a schedule of fees. Fees below:

Domestic students with a Medicare card	Students with a Medicare card are bulk-billed for consultation.
International students	Appointments are covered through your OSHC cover. We cover the following OSHC providers: Allianz, AHM, BUPA and Medibank.
ANU staff	All staff are billed privately. Charges below: Standard consultation - \$90 (rebate \$42.85; item 23) Long consultation - \$150 (rebate \$82.90; item 36)

	<p>The same fee structure applies for telehealth and face-to-face visits.</p> <p>Flu vaccination - bulk billed</p>
Other costs	<p>Fees for procedures (e.g. Implanon insertion, ear wax removal etc.) will be discussed with you at the time of consultation.</p> <p>Healthcare card holders will be bulk-billed.</p>
Failure to attend a booked appointment	<p>Fees for failing to attend or less than 2 hours' notice given to cancel/late arrival of more than 6 minutes to a scheduled appointment .</p> <p>\$40.00 for 15 minute appointments</p> <p>\$80.00 for 30 minute appointments</p>

Failing to attend a scheduled appointment will result in a fee being charged. These fees are not covered and not claimable under Medicare or OSHC. Please notify us at least two hours before your appointment if you are unable to attend. You can let us know via HotDoc, over the phone or email.

Interpreter Services are available if required, please let us know when you make an appointment and we can organise this for you.

Our Doctors and Nurses

Dr Wilhelm Anell (he/him)

Dr Tang-Sheng Zeng (he/him)

Dr (Michelle) Yue Yin (she/her)

Nurse Practitioner Chris Helms (he/him)

Registered Nurse Casie Causley (she/her)

Planning a Visit

When attending your appointment, all students and staff will be required to present their student/staff ID card. You will also need to bring your Medicare, OSHC or OVHC card with you.

Do I need to do anything upon arrival?

- Please arrive 10 minutes before your appointment. Remember to bring you ANU student of staff ID with you. Bring your medicare or OSHC insurance card.
- Upon arrival, please report to reception so that can let your provider know that you are here.

- If you are a new patient, you will need to fill in a new patient form.

Services Available

The ANU Medical Centre offers a range of services, including;

Our services:

- Standard appointment or consultation
- General health check-up
- Mental health treatment plan
- Urgent appointment (please call reception for urgent appointments)
- Minor surgical procedures and wound management
- Medical assessments and pre-employment medicals
- Referrals and prescriptions
- Workers compensation consultation
- Telehealth
- Facilities for ECG and Audiometry

Sexual health services:

- STI testing and treatment
- Contraception advice and procedures
- Cervical cancer screening
- Pregnancy and antenatal care

Immunisations, vaccination and travel:

- Flu vaccinations
- Shingles and pneumococcal vaccination
- Childhood and adult immunisation
- Travel advice and vaccinations
- Tetanus boosters

General check-ups

- Heart health checks
- Skin checks

Communication

Doctors in the practice may be contacted during normal opening hours. If the doctor is with a patient, a message will be taken and the reception staff will advise you when it is likely that the doctor will call or advise staff on how to proceed.

Non-clinical information can be emailed to you at your request.

Cultural Sensitivity

We encourage patients to advise our staff or their Doctor if there are any cultural issues that we may need to consider

Chaperone

All patients are entitled to have a chaperone present when an intimate examination or procedure will take place. In appropriate circumstances, the chaperone may be a family member or friend or you may prefer a member of staff to be present. If you would like a chaperone please ask

Obtaining pathology and X-ray/Ultrasound results

The Medical centre advises that patients will only be contacted by their doctor regarding results that require urgent action. For non- urgent results you will be notified via Hot doc to make an appointment. Please contact the reception team for all other results.

Recalls and reminders

We use HotDoc for recalls and reminders via SMS. From time to time, HotDoc may send you reminders for health checks or other health services available at our practice.

Privacy and Confidentiality

Please note we have updated this document and is available as a PDF on the website.

Information provided to the medical centre are private and confidential.

Information relevant to your care and well-being may be shared between health professionals within the centre to allow us to work together to provide you with the best possible care.

The University may be required to release your information in the following circumstances:

- If it is necessary to protect you or someone else from imminent danger.
- In response to a subpoena, summons or written demand from administrative body, organisation or Commonwealth authority with the power to request the information.
- Where a law requires your information to be disclosed, such as for the enforcement of criminal law or if you have a health condition which must be notified: or where you are involved in proceedings against the university.

Access to your own health records is available on request. If you have concerns or questions in relation to privacy policies in place at the ANU medical centre please contact the Practice manager via email - medical.centre@anu.edu.au

Feedback and Complaints

Should you wish to make any compliments or offer any suggestions as to how we can improve our services, please call our clinic 02 6125 2211. You can also complete our [feedback form](#).

If you are satisfied or dissatisfied with any aspect of the care that you have received at this Centre please let us know. If your concerns are not resolved you can then contact the Health Services Commissioner by calling 6205 2222.

Alternative Options

Our waiting time may grow during peak period as demand rises. Below are alternative health service options available in Canberra. Please note that they are not part of ANU Medical Centre services.

ACT Walk-In Centres

There are several walk-in centres available in Canberra. They provide free health care for non-life-threatening injuries to anyone over one year of age. The closest walk-in centre to ANU is located in Dickson.

For more information: <https://www.canberrahealthservices.act.gov.au/services-and-clinics/services/walk-in-centres-wic>.

Doctors on Demand Telehealth (free with Allianz OSHC)

International students with Allianz OSHC cover can access free telehealth services offered by Doctors on Demand. Doctors on Demand GPs are authorised to issue medical certificates.

For more information: <https://www.allianzcare.com.au/en/doctors-on-demand.html>

After hours care - Canberra After-Hours Locum Medical Service (CALMS) - 1300 422 567

CALMS provide after-hours medical care to everyone in the ACT. This is not a free service. To use this service, call 1300 422 567.

For more information: <https://calms.net.au/>

After hours home doctor

Requests for after-hours home doctor visits can be made through 13 SICK (13 74 25).

Service hours are:

- Weekdays after 6pm
- Weekends and public holidays: after 12 noon.

Emergency

In an emergency, call 000.

Ambulance

Ambulance services are not covered by Medicare and you may not be covered by OSHC. If you do need to be transported using an ambulance service, you can make your way to the emergency departments at:

- North Canberra Hospital - Haydon Drive, Bruce.

- Canberra Hospital - Yamba Drive, Garran.

Other urgent support

For other support options, please refer to the [Urgent Support](#) webpage.