**PATIENTS WITH DISABILITIES**

All students with disabilities are welcome at the USQ Health Service. Should you have any specific requirements prior to visiting our service, please do not hesitate to discuss these with our Student Relationship Officer.

The Health Service has an accessible entrance and interior space with wheelchair-accessible toilets.

**Health Service Hours**

Monday, Wednesday & Friday

9:00am - 5:00pm

**Consulting Hours**

Monday, Wednesday & Friday

9:00am – 4:30pm

**Manager Health Services**

Gina

**Student Relationship Officer**

Caroline

**Nurse Practitioner**

Christine

**MAKING APPOINTMENTS**

Appointments can be made by phoning Monday to Friday between the hours of 9:00am – 5:00pm on

07 4631 2372.

Appointments are generally of 30-minute duration. Each appointment is for one person. If you have other family members who require medical attention, please make a separate booking for them.

The nurse practitioner will have reserved bookings available each day. Please ring the health service early to access these appointments.

The nurse practitioner is fully booked and you have an emergency or a sick child, please advise the Student Relationship Officer so arrangements can be made to deal with the medical issue in a timely manner. If you are unable to keep an appointment, we ask that you cancel as soon as possible.

An SMS will be sent to you as a reminder for your appointment.

**CONSULTATION COSTS**

All enrolled USQ students who hold a Medicare card are bulk billed. For OSHC card holders fees will be directly billed to your provider (some exclusions apply). Your card must be presented at each visit. Students who are covered by a health fund that we do not have a direct billing arrangement with, must make payment in full then present the receipt to their insurer for reimbursement.

Most consultations for holders of a valid Medicare card are subject to a Medicare rebate, meaning that, in most cases, you will receive a refund for some, or all, of your payment. Fees are payable at the time of your visit and EFTPOS is available for your convenience.

Please see our Billing Policy, which is displayed in the waiting area of the health service.

**UNABLE TO KEEP YOUR APPOINTMENT**

If you are unable to attend your booked appointment, please advise our staff as soon as possible by calling the practice. This allows us to offer your appointment to another patient. In the instance where a patient does not provide 24 hours’ notice of cancellation or does not arrive for an appointment, a $20 non-attendance fee will be charged.

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**INFECTIOUS DISEASES**

Any patient who thinks they might have an infectious condition such as chicken pox, or have been overseas and developed a cough, flu or diarrhoea are required to notify the student relationship officers prior to their arrival at the health service, so they can be isolated from the general waiting room.

**SCRIPTS**

Scripts will not be written without a consultation with our nurse practitioner, including medications that you are repeatedly prescribed.

Schedule 8 drugs are not prescribed and are not kept on the premises.

**TEST RESULTS AND INVESTIGATIONS**

If you have undergone any tests or procedures, please make an appointment to discuss your results with our nurse practitioner.

Our health service is committed to preventative health care. We may send you a reminder notice from time to time advising you to make an appointment appropriate to your health condition.

If you do not wish to participate in this system, please advise our nurse practitioner or Student Relationship Officer.

**CHRONIC DISEASE MANAGEMENT**

This health service focuses on preventative medicine and as such, the nurse practitioner may contact you by SMS to make an appointment for your annual health assessment. These assessments are paramount in providing you with the optimum care. Please ensure you make an appointment.

**PATHOLOGY**

Should you require bloods to be taken, please make an appointment with our nurse practitioner.

Pathology referrals from other practitioners are not accepted at the health service. Pathology results ordered by other practitioners will not be given or discussed with any patient.

**MEDICAL CERTIFICATES**

Legally, a nurse practitioner cannot write a medical certificate to cover time of which they have no knowledge. If you require a medical certificate you must present at early onset of the illness.

**FORMS**

If you have a form that must be completed by the nurse practitioner, then an appointment is required. This will allow the nurse practitioner to discuss the form with you in person. You may require a longer appointment depending on the nature of your paperwork.

**telephone calls**

If you would like to speak to the nurse practitioner or our Health Service Manager, please phone and give as much information as possible and a message will be given to the respective person.

It is unreasonable to expect a ‘consultation’ over the phone and it is unsafe to try and make a diagnosis in this way, so please do not expect the nurse practitioner to do so.

**NURSING STUDENTS**

Training places are available in the health service for students from our School of Nursing. These are 10 week rotations in which the student spends time with the nurse practitioner.

The student may have opportunities to assist with procedures and conduct their own medical assessments with your consent.

If you do not wish the nursing student to be present in your consultation, please advise the Student Relationship Officer.

**anti-discrimination policy**

No patient, new or existing will be refused access to medical care from a doctor on the basis of their sex, age, religion, ethnicity, sexual orientation or medical condition.

All staff are expected to treat patients with the same respect, courtesy, politeness and understanding at all times.

Enter Contact Information Here | 1127 Lombard Blvd. San Francisco, CA 59802 | phone 555.555.5555 | fax 555.555.5555

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**INTERPETING SERVICES**

If English is not your first language and you require Interpreter services for any of your appointments please advise our Student Relationship Officers.

**YOUR HEALTH INFORMATION**

Your medical record is a confidential document. It is the policy of this health service to maintain personal health information at all times and to ensure that this information is only available to authorised members of staff. Patient consent is required for the transfer of any personal health information.

In some instances, de-identified personal health information may be used for carrying out public health or other medical research. Please indicate to our Student Relationship Officer if you do not wish to participate.

We abide by the National Privacy Principles a [www.privacy.go.au/health/index.html](http://www.privacy.go.au/health/index.html).

The University of Southern Queensland’s Privacy Policy is displayed in the waiting area and is available on request. The Privacy Policy may also be accessed on our website.

**FEEDBACK**

We value your opinion and welcome any suggestion you have that may improve the service we provide. Please give us your feedback by mail to the above address or speak to our nurse practitioner or the Health Service Manager.

**MY HEALTH RECORD**

My Health Record is an online summary of your key health information. This can be viewed securely online, from anywhere, at any time – even if you move or travel interstate but only by an authorised health professional.

You have until 31 January 2019 to opt out if you do not want a record created for you, otherwise a My Health Record will be created.

Please advise our nurse practitioner if you wish to have a summary uploaded after your visits.

**complaints**

If you have any complaints about the way the health service manages your information, or the way the staff have treated you, please discuss this with our Health Service Manager who can refer you to the most appropriate course of action. Often minor misunderstandings can be prevented from turning into major problems with early intervention.

If you feel we have not dealt with your concern appropriately, then you can contact the Office of Health Ombudsman below:

Office of Health Ombudsman

PO Box 13281 George Street

Brisbane Qld 4003

Phone: 133 646

**OTHER INFORMATION**

**Overseas Health Cover**

BUPA - T: 1800 888 942

Medibank Private – T: 137 190

Allianz Global Assistance – T: 13 6742

**Mental Health**

Beyondblue - T: 1300 224 636 (24 /7)

Lifeline - T: 13 11 14

**Domestic Violence – White Ribbon**

1800 737 732 (24/7 counselling)

**Sexual Assault Assistance**

National Sexual Assault Line – T: 1800 737 732

**AFTER HOURS CARE**

The University has a deputising agreement with House Call Doctors 13 55 66 to provide care out of hours. This means after 6:00pm – 9:00am weekdays, weekends and public holidays. A copy of your care provided are sent to the health service.

**IMMUNISATIONS**

The full range of childhood immunisations are available after discussion with the nurse practitioner.

Please ensure you bring your red book. Adult immunisations and/or vaccinations are also available.

**🕿Quick Guide🕿**

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Ipswich Hospital Emergency

P: 07 3810 1111

St Andrew’s Hospital Emergency

P: 07 3816 9999

House Call Doctor

P: 13 55 66

In an Emergency call 000

**Available Services**

* Medical consultations
* Pathology (blood collection)
* Clinical Nursing Care e.g. dressings
* Diabetic Care
* Children’s Health
* Weight Control
* Immunisation and Vaccination
* Women’s Health
* Men’s Health
* Sexual Health
* Electrocardiographs (ECG)
* Spirometry (breathing)
* Stoma, Continence and Wound Care
* Minor Procedures
* Health Education

If you have other health needs that are not listed above, please contact the Manager Health Services either in person, letter or by email:

Manager.health@usq.edu.au to discuss further.

**My Health Record**

Please advise if you wish a summary to be uploaded to your My Health Record by our practitioners.

**The National Code of Conduct for Health Care Workers (Queensland)**

<https://www.health.qld.gov.au/system-governance/policies-standards/national-code-of-conduct>