Consultation fees
The Health Service routinely bulk bills patients for services covered by Medicare and Allianz OSHC Global Assistance. You are required to bring your current Medicare or OSHC membership card to your appointment. Patients holding policies with other OSHC funds are charged at the time of consultation with the doctor and must pay via EFTPOS or credit card. The cost can be claimed back from the relevant fund.

Consultations with our counsellors, disability advisors and student equal opportunity advisor are free of charge.

Management of your personal health information
Health, Counselling & Disability records are confidential documents and are held in a secure electronic file. It is our policy to maintain security of personal information at all times and to ensure that this information is only available to authorised members of staff. We abide by the National Privacy Principles available at: privacy.gov.au/business/health

Should you no longer require the services of this practice we strongly recommend that you request for a copy of your notes be forwarded to your future doctor.

Further information
Health, Counselling & Disability Services
Opening Hours:
Monday to Friday: 8.45am – 5.00pm
Closed on weekends and public holidays

To make an appointment please phone us or call in!
P: 8201 2118 | F: 8201 3154
E: health.counsel@flinders.edu.au
Location:
Level 3, Student Centre

Medical Practitioners
• Dr Deb Markopoulos
• Dr Tim Moss
• Dr Christine Shumack

Counsellors
• Andrew Wood (Head)
• Anne Hayes
• Narelle Lieschke
• Roel Faves
• Andrea Rhodes
• Lisa Shanahan
• Ben Smith
• Nicola Williams

Medical Practice Nurse
• Inez Chippey

Disability Advisors
• Paula Williams
• Toni Critici

Student Equal Opportunity Advisor
• Anne Hayes

Administration
• Helen Herreen
• Chris Crichton
• Clair Pavey

flinders.edu.au/healthcounsel
**Appointments**

You will need to make an appointment before seeing a doctor, counsellor, disability advisor or student equal opportunity advisor.

When booking a doctor’s appointment, please let staff know if you need longer than 15 minutes so we can schedule a double appointment to minimise delays.

If you wish to see a specific professional, please let the receptionists know when making your appointment.

For medical emergencies, please go to Flinders Medical Centre – phone 8204 5511.

**Telephone calls**

It is sometimes difficult for staff to take phone calls during the day.

If the matter is not urgent, please leave a message with the Reception staff. Your call will be returned when staff are available (this may not be until the end of the consulting session).

If your medical matter is urgent, our medical practice nurse may be able to assist you.

The counsellors offer a Phonelink service from 3.30pm to 5.00pm, Monday to Friday.

If you have a condition that may inhibit your access to education, please contact a disability advisor on 8201 2118.

**Test results**

When doctors order tests, they may organise to follow up results directly with you. If not, it is your responsibility to phone the Health Service personally for your results.

**Reminder system**

We may issue you with a reminder notice from time to time as follow-up or preventative care. If you do not wish to be part of this system, please let your doctor or reception staff know.

**Prescriptions and referrals**

All repeat prescriptions and referrals require patient appointments.

Sickness certificates or support for extensions/supplementary examinations will be issued only if a doctor/counsellor has been consulted in relation to that matter.

**Home visits**

If you are too ill to attend the clinic, or it is after hours or on a weekend, home visits are available from a different health service. Please call GP Solutions on 8130 3333 to arrange a home visit. These visits will incur extra payment and will need to be paid at the time of consultation. Please ask for the cost at time of arranging a home visit.

**After hours care**

You can attend The Domain Medical Centre (phone 8375 7000) located at 453 Morphett Rd, Marion, open from 7am until 10pm every day. If the matter is urgent then you can also attend the hospital emergency department at Flinders Medical Centre, open 24 hours.

If you have an urgent counselling problem, please speak with a counsellor at Lifeline. They offer a 24-hour emergency service on 13 11 14.

**Patient feedback**

If you have any issues or concerns with the service you have received, please contact the Head of Health, Counselling & Disability Services in the first instance. We assure you that all matters will be handled with sensitivity and confidentiality.

You can also contact the Australian Health Practitioner Regulation Agency (phone 1300 419 495) or the Health and Community Services Complaints Commissioner (phone 8226 8666).