Surgery Details

**Telephone**: 9266 7345  
**Fax**: 9266 2831

**Emergency on Campus**: Dial 000 for life threatening emergencies or 9266 4444 for other assistance.

**Doctors:**
- Dr Greg Blight
- Dr Terence Choy
- Dr Fiona Coombes
- Dr Suan Goh
- Dr Alison Hogg
- Dr Anne Minty
- Dr Aru Natchimuthoo
- Dr Roger Palmer
- Dr Karen Poole
- Dr Kylie Seow

**Mental Health Nurse:**
Leonie Baxter

**Hours**
Mon-Fri 8.30am to 4.30pm  
Nurse in attendance 8.00am to 6.00pm Monday to Friday.

**After Hours Service**
Locum doctor service can visit at home- phone 9321 9133. For emergencies off-campus dial 000 for an ambulance.

**Fees**
Curtin University Health Service bulk bills all full-time students with Medicare Cards. Most international students have their account sent directly to their health insurer. Staff and visitors are charged a private fee which is partly refunded by Medicare. There may be extra costs for vaccines, procedures and dressings. EFTPOS and credit card facilities are available for payment of all accounts. Please ask receptionists for details of our current fees.

---

**Services Available**
We aim to provide comprehensive general practice patient care including:

- Management of all health problems.
- Access to dietician and mental health nurse at no cost.
- Lifestyle advice, including information on stress management, sexual health, alcohol and drugs.
- Preventive health care – assessment and management of health risk factors, support to quit smoking and plan healthy lifestyle changes.
- Management of sports injuries and medications for scuba diving
- Travel advice and pre-travel vaccination
- Pregnancy related counselling and care
- Nursing care such as dressings to injuries, vaccinations (travel, childhood, allergy), health education.
- Response by Health Service staff to request for help concerning accidents and sudden illness on campus.

---

**Appointments**

- We do run an appointment system, but urgent medical problems will be dealt with as promptly as possible. Please tell our staff if you feel you need urgent assistance.
- If you think you require a longer consultation with your doctor, please let the receptionist know.
- We will usually send a reminder SMS to you the day before your appointment. It is very important to call us to cancel if you no longer need the appointment. The doctor may visit you at home if you are too ill or disabled to attend the Health Service. Please phone to arrange a visit.
- Sometimes our schedule may be disrupted by a medical emergency. If you have to wait to see the doctor we apologise – believe it or not, we do try to run on time!
- You can contact a doctor or nurse in the Health Service by phone during normal surgery hours. If the doctor is unable to talk to you, the call will be returned as soon as possible. Emergency calls will be given immediate attention. Please note that our email address cannot be used for urgent medical enquiries.
- Our nurse is also available for assistance and advice. She can treat emergencies and injuries, and coordinate further care if necessary.
- If your doctor arranges tests it is important that you either make another appointment to get the results or call our nurse between 2-3pm each afternoon. We will always contact you for urgent test results which need immediate treatment. Your doctor will tell you which method to use to collect results.
Preventive Care
Curtin University Health Service is committed to preventive care. We offer a range of services such as risk assessment for such problems as cancer, diabetes and heart disease. Lifestyle counselling such as help with quitting smoking, losing weight etc is also available.

We may issue you with a reminder letter on certain occasions offering you preventive health services appropriate to your care. Doctors also use state and national reminder registers. If you do not wish to be part of this system please let the reception staff know.

Confidentiality
Your medical record is a confidential document. It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff. Further detail can be requested from reception staff.

Our policy is that there will be no release of a patient’s general, clinical or personal information without the consent of the patient and the doctor’s authority. For more information, please ask for a copy of our Privacy Information Leaflet.

Facilities for People with Disabilities
If you have any special needs, please discuss them with your doctor, nurse or reception staff.

Patient feedback
If you have a problem we would like to hear about it. Please feel free to talk to any Health Service staff. If you prefer, you may provide written feedback to our Medical Director. We take your concerns, suggestions and complaints seriously and incorporate improvement suggestions into our service provision.

You can also contact the independent Health and Disability Services Complaints Office:
GPO Box B61
Perth 6838  Phone 6551 7620

Interpreter Service
All doctors have access to professional interpreters to help you if needed. Please let our reception staff know if you need the interpreter service.

Teaching
Curtin University Health Service is involved in training nurses and doctors. From time to time we have student nurses or doctors in attendance. If you do not wish the student to be present during your consultation, please let the reception staff know.

Health Information
Curtin University Health Service keeps a list of local community groups and self-help groups, plus a wide variety of information on various health issues. If you would like specific information, please ask your doctor or the nurse.