

Appointments and access

Please phone or come to the centre to make an appointment.

24 hour phone: 364 2402 (campus 6402)
Open Monday to Friday: 8:30am – 5pm

By arrangement appointments are available earlier and later.

During exams, we are open till 5.30 or 6pm and on Saturdays from 8:30am – 6pm.

- Our receptionists are very concerned about privacy so have to be careful how much they question you, please help by clarifying how urgent your need is. **We will always accommodate urgent counselling or medical problems promptly.**
- If you are very unwell or injured, there is disabled parking at the Ilam Road end of the building.
- If you no longer require your appointment, **please let us know.** Some missed appointments incur a charge.
- Doctors appointments are usually 15 minutes. We have a duty doctor available for brief, unexpected consultations. Emergencies may impinge on the duty clinic so the wait time varies.
- Counsellor appointments are usually 50 minutes but there are a few 30 minute appointments reserved each day for urgent or brief assessments. If you are unable to see a counsellor, please ask to see a Doctor.
- **Please advise us if your address or phone number(s) change**
- **After Hours: phone 364 2402** and you will be advised how and where to get assistance.



Code of practice

The Health Centre is committed to complying with the Code of Health and Disability Services Consumers' Rights (details available at www.hdc.org.nz).

1. The right to be treated with respect
2. The right to freedom from discrimination, coercion, harassment and exploitation
3. The right to dignity and independence
4. The right to services of an appropriate standard
5. The right to effective communication
6. The right to be fully informed
7. The right to make an informed choice and give informed consent
8. The right to support
9. Rights in respect of teaching or research
10. The right to complain

The Health Centre is also committed to complying with the Health Information Privacy Code (details available at www.privacy.org.nz). All treatment at the Health Centre is confidential. You are welcome to ask for our Confidentiality and Privacy statements or check them on our website.

Compliments and complaints

We welcome comments, compliments and complaints as they help us to continuously improve our service.

University of Canterbury Campus Health Centre
24 hour phone: 364 2402 (6402 on campus), Fax: 364 2457
www.canterbury.ac.nz/healthcentre

University of Canterbury
Private Bag 4800, Christchurch 8140, New Zealand.
Tel: 366 7001, Freephone: 0800 Varsity (0800 827 748), Fax: 364 2174
www.canterbury.ac.nz

Campus Health Centre



Welcome to the Campus Health Centre

A College of General Practitioners Accredited Practice

A clinic devoted to providing excellent medical, counselling and related services to the students and wider community of the University of Canterbury.

Medical clinic

The medical and nursing staff provide comprehensive General Practice services. All staff have a particular interest in the special needs of students and an understanding of the university system. We are dedicated to providing affordable, accessible and high quality care.

Doctors

Dr Joan Allardyce <i>Director</i>	Dr Vesna Mojsilovic
Dr Graeme Bishop	Dr Danielle Brown
Dr Sally Botur	Dr Viv Binney
Dr Kathryn Burnell	Dr Carole Millichip
Dr Fleur Hart	Dr Ruth Todd
Dr Tearlach MacLean	

Nurses

Robyn Anderson	Wendy Risdon
Annette Gillespie	Julia Roberts
Theresa Madden	Philippa Lemon

see website for profiles

See us for:

- Accident treatment
- Aegrotats
- Blood tests
- Blood pressure checks
- Health Advice
- Contraception including emergency contraception
- Sexually transmitted infection tests and treatment
- Smear tests
- Flu vaccines
- Hearing tests
- Travel advice and travel vaccines
- Medicals for insurance, immigration, employment etc
- Smoking cessation help
- Mole checks and removal
- Ingrown toenail removal
- Wart treatment

Medical test results

We recommend that you always ascertain results of any tests done. No news is not necessarily good news because our letters to you may go astray and phone messages may be deleted or lost.

Counselling service

Our counselling team provide comprehensive psychological assessment and treatment of students' problems ranging from simple to complex.

Our counsellors are happy to advise and provide seminars for staff, but staff requiring individual counselling are recommended to use the EAP service (ph 0800 327 669).

Some of the personal and academic concerns with which students attend are: adjusting to university, loneliness, homesickness, learning and study problems, stress, depression, anxiety, relationship difficulties, grief/bereavement, sexuality issues, eating disorders, feeling suicidal.

Talking with a counsellor, who may be a psychologist, social worker or other fully qualified counsellor is confidential (unless there is a risk of harm to self or others).

The counselling service is not a long term psychotherapy service and most students attend no more than 3–6 sessions

Counsellors

Sarah Hardie
Fiona Hern
Heather Jonson
Dennis Mills
Andrea Mulligan
Rob Ritchie

see website for profiles

No problem is too big or too small to bring to us.

Other services

Students and staff are welcome to take advantage of our Physiotherapy and Dietitian services. We can recommend and refer to services such as dentists, optometrists, acupuncture, specialists.

Fees and charges

Charges are subject to change and current information is available at reception.

Being a UC student and paying the compulsory student services levy entitles all students to access heavily subsidised care at the clinic. Further reductions apply if you have a *community services card* (application forms available at reception or 0800 999 999 or any WINZ office) and for patients enrolled with the practice.

Charges are reduced even further if you are an **enrolled member of this clinic**. The Ministry of Health requires that you complete, sign and return to us a clinic enrolment form if you wish to be enrolled with this clinic. If you prefer to remain enrolled with your previous doctor you are still welcome to use our services as a casual patient but you will pay more to do so.

Most medical consultations for our clinic enrolled students are free.

There are special charges for things like minor surgery, acupuncture, travel vaccines, medical examinations.

Charges for International students

Because the Ministry of Health does not provide subsidised funding for your medical care, we do not require you to complete a clinic enrolment form. You are required to have medical insurance and we have an arrangement with the UC recommended companies (Student Safe or Uni-Care) to directly bill them for treatment provided. This means that most of your consultations with us will be FREE. There are charges for situations where your insurance does not cover your care.

Counselling fees

Counselling fees depend on several factors including ability to pay, access to subsidies, disability allowance, insurance cover. In 2011 the charges will range from zero to \$55.

Staff charges

Staff consultations will normally be \$45 for a GP visit, discounted by \$15 if you have a community services card. Charges are much reduced if you are enrolled with this practice. ACC visits are free if the accident is work or campus related otherwise there is a surcharge.

After hours charges

Please beware, charges at after hours clinics are high. Do try to see us during open hours to avoid these charges.