

Swinburne Health Service Terms of Reference for the Medical and Counselling teams.

Our vision is to provide the highest quality of service to the Swinburne students and staff by appointing only Clinicians who are considered competent in their chosen fields in terms of both training and experience. We take pride in not only being specialists in our specific areas of practice but also in our ability to relate to our wide range of patients/clients with varying needs.

Swinburne Health Service is committed to serving the diverse Campus community by providing a high standard of care for the benefit of student's and staff's academic and life goals by enhancing their personal growth and wellbeing. Swinburne Health Service will provide a highly efficient and caring nursing, mental health, allied health and medical service to students and staff at Swinburne University of Technology as well as to the local community.

Appointments:

- On arrival you will be required to present your student/staff ID card and current Medicare or OSHC cover details.
- It is important that you arrive on time to get the most out of your scheduled appointment. If you arrive later than 5 minutes into your appointment time, you may not be able to be seen and fees may apply.
- We recommend if you haven't used our services before, please arrive 5 minutes before your appointment to ensure we have all your correct details.
- Standard medical appointments are 15 minutes, so if you have several issues to discuss please request a longer appointment.

Cancellation policy and fees.

Please see Appendix 1 for Fee schedule.

An appointment confirmation email will be sent to you prior to your scheduled appointment. If you do not view or reply to the email reminder, an SMS reminder will be sent.

It is your responsibility to reply and confirm/cancel the scheduled appointment prior to appointment.

The required timeframe for cancelling an appointment for Counselling and Psychiatry appointments is 48 hours and for Medical appointments cancellations must be notified at least 2 hours before the appointment.

- CONFIRM your attendance by replying "YES" or 'Y' to the email/SMS reminder.
- CANCEL your appointment by replying 'NO' or 'N' to the SMS.
- If you have already confirmed your appointment, or experience any issues with the reminders, you MUST contact the Health Service on 9214 8483.

If a cancellation notification is not received in the above time frames a cancellation fee will apply. In this case you will be contacted by reception to process payment over the phone. If payment is not received, further appointments may not be rescheduled with the service.

The cancellation fees may differ between practitioners working at our service. Fees range from \$30 up to \$220, please contact the service for further information about cancellation fees.

Swinburne Health Service Level 4 The George Building
34 Wakefield Street, Hawthorn 3122
Telephone (03) 9214 8483 Facsimile (03) 9818 7548

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Privacy of information

Swinburne Health Service is bound by the *Health Records Act 2001* and the *Information Privacy Act 2000*. Your patient/client Health record does not form part of the general student/staff record held by the University.

Confidentiality

Any information you provide at registration and what you talk about with your treating practitioner is confidential within the service. This means that everything you discuss with your practitioner is private. We will not discuss your situation with anyone in or outside the university, unless we have your consent to do so. An exception to this can be when a practitioner has a duty of care to share information in an emergency to protect you or someone else from serious harm. This could also mean that if the University is concerned about you, the Health Service team may contact you to undertake a welfare check if needed.

Counselling:

Triage appointments

Initial contact with the service can be made through a 'Triage' appointment, held either face to face or in some circumstances via phone. These appointments are made on the day and cannot be booked in advance. The duration of the triage appointment is generally 30 minutes. These appointments can be made by phoning the Health Service on 03 9214 8483.

**For any non-urgent counselling booking requests, a short on the day nurse intake may be conducted.*

Ongoing appointments

For ongoing counselling, you will be allocated a specific clinician for your regular scheduled appointments, these sessions will last for 45 minutes.

How many counselling sessions will you have?

Your counsellor will work with you to determine the number and frequency of sessions you have together depending on your situation. **The Counselling team primarily offer short-term counselling**, many students benefit from just one or two sessions of counselling, with most students seen for four sessions or fewer. A small number of students may require up to six sessions.

Appointments will be spaced according to your needs and at the discretion of your counsellor, considering your therapeutic needs. Your counsellor can work with you on helpful ways to manage in between sessions.

Some students may need longer term treatment of more specialist assistance than can be provided by the Swinburne Counselling Team. In this situation, counsellors can help to connect you with a suitable private or community-based service provider.

If you feel that the clinician allocated to you is "not a good fit" we recommend you discussing this openly with your counsellor initially to see if any issues or barriers need to be directly resolved.

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Our counsellors will be receptive to this discussion and it will assist you to work through any such issues. Where this is not possible your counsellor will be happy to refer you to another counsellor that you may feel is more suitable.

Prior to coming to our service, you can view our clinician's profiles which are on the Health and Wellbeing's 'make a booking' page, of the Swinburne website to see if there is a counsellor who may seem suited to your needs.

At times your regular clinician may be unavailable, in this case we will contact you to reschedule your appointment.

If needed you could request a Triage appointment if there are issues that are urgent that you need to discuss on the day.

Telehealth appointments (Safety)

For telehealth counselling appointments you will be asked to provide the location at which you are receiving the counselling, and a contact number of a support person prior to the commencement of each session. This allows for the provision of an urgent response in the unlikely circumstance that it becomes necessary.

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General Practitioners (GP's)	Bulk billed: - SUT Students - Patients under 16 yrs. - Direct bill: - SUT International Students and staff *(Allianz/AHM/Medibank)	Billed through Medicare & OSHC
	Private fees: Staff Students from other Universities	Rebates available from Medicare and OSHC/OVHC
	Private fees: Community	Rebates available from Medicare and OSHC/OVHC
Sexual Health Clinic	Bulk billed: - SUT Students and staff - Patients under 16 yrs. Direct bill: - SUT International Students and staff *(Allianz/AHM/Medibank)	Billed through Medicare & OSHC Run by qualified Sexual Health Nurses and GP
Counselling	No charge to SUT students and staff	6 sessions available
Psychiatrist	Bulk bill: - SUT Students Direct bill: - SUT International Students - *(Allianz/AHM/Medibank)	Billed through Medicare & OSHC Requires a GP referral
Psychologist	Bulk bill: - SUT Students Direct bill: - SUT International Students - *(Allianz/AHM/Medibank)	Billed through Medicare & OSHC Requires a GP referral and MHCP
Medical Procedures	*These appointments will be book via the nurses at the GPs discretion. All out of pocket fees will be discussed before booking.	Rebates MAY be available through Medicare & OSHC/OVHC

* Holders of other OSHC will be required to make payment on the day and claim their rebate from their insurer

For information regarding costs of other procedures (i.e.: Iron infusions, vaccinations etc), please contact reception (03 9214 8483)

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