



THE UNIVERSITY OF
SYDNEY

University Health Service refurbishment FAQs

1. When is the temporary closure happening?

The current premise will close on 1 December 2017, and reopen on 18 January 2018.

During the renovation work, a pop-up clinic will operate in a temporary space across from the current premise (in the former hairdresser's).

Operating hours of the pop-up clinic will be 8.30am – 5pm, Monday to Friday.

Please note, the service will be closed during University's annual campus-wide shut-down period from Thursday 21 December to Monday 8 January 2018.

2: Why is the Service being refurbished?

Service demands have outgrown existing premises. The refurbishment will allow us to continue to meet the expectations of timely and appropriate health services for our students, staff and existing community patients. Some services will continue to be provided while the refurbishment is underway.

The refurbishment of the UHS will provide for improved patient experience, with upgraded reception facilities, waiting areas, treatment clinic and rejuvenated consultation rooms. This will greatly improve the experience of the patients currently using the space, as well as providing a welcoming and appropriate environment to address student and staff health concerns.

There will be no change to the services currently provided through the UHS once the renovations are complete, and there will be scope for improved and increased access to some additional services.

3: Why is this happening now?

To have the least impact on service delivery and patient care, it was considered best to do this during the quietest period of the University year, which is December and January. Demand for services is lowest in December and January, and we have planned this refurbishment around the two week University closedown to minimise disruption to our patients and stakeholders.

4: How do I book an appointment during the renovation?

- **Phone, email, online bookings** Due to the limited number of appointments available during the temporary closure, bookings will only be available by phone: 9351 3484.

If there are patients with concerns regarding prescriptions or referrals they can email: uhs.seniormedicalreceptionist@sydney.edu.au

Phone reception on 9351 3484 to check information about specific requirements.

5: What if I am waiting for results?

The procedure for obtaining your results remains unchanged. Your doctors will have electronic access to your results at all times. These will be reviewed and permission given for the nurse to give you your result when you call. If the doctor needs to see you for a follow-up appointment the nurse will advise when you ring for your results.

6: What if I need a booster vaccination?

If your booster vaccination is in relation to a second or third HPV vaccination you can come to our pop-up clinic without an appointment between the hours of 9am to 4.30pm Monday to Friday.

If require another type of vaccination, you may require an appointment with our doctors. Please call our reception to check if an appointment is necessary.

7: Where can I see a GP?

- Pop-up clinic (opposite current UHS premise) – for specific cases requiring routine and regular appointments, repeat prescriptions etc.
- Doctors and nursing staff will be on a roster. Please check with reception if you wish to see a specific GP or clinical staff member during this period. Call our regular number 9351 3484.
- Local resources - if you need a GP during the University-wide shutdown (Thursday 21 December to Monday 8 January 2018), please refer to a GP in your local area (see list below)
- GP casualty is available between Monday to Friday 5.30-10pm and Saturday and Sundays 8am-10pm at the General Practice Casualty, Balmain Hospital, Booth Street Balmain. Call 9395 2165.

This service is also available weeknights 6pm-8am or Weekends from 12pm to 8am Mondays, or on Public Holidays 24hrs service ring Sydney Medical Service 61 + 8724 6300

7: How do I access my regular psychologist?

The Psychological services will also relocate during the refurbishment, and will be based out of the **Counselling and Psychological Service (CAPS)** on level 5 Jane Foss Russell Building for two days per week.

Your psychologist will talk with you about accessing support during this period, and prioritise appointments appropriately. Call us to enquire about these appointments on 9351 3484.

8: What if I need urgent assistance?

- If it is a medical emergency ring 000 for an ambulance
- If you have been unwell and cannot contact either General Practice Casualty at Balmain Hospital or the Sydney Medical Service go to your nearest Hospital Emergency Department

Alternative local general practice services

Ultimo Medical Centre

(02) 9212 1400
82 Mountain Street, Ultimo, 2007
Monday to Friday, 9am – 7:30pm
Saturday, 10am – 5pm

Central Park Medical Centre

(02) 8197 1888
Central Park Mall, RB08/1 Central Park Ave, Chippendale NSW 2008
Monday to Friday, 9am – 5:30pm
Saturday, 9am – 4pm

Glebe Medical Centre

(02) 8070 6888
53 Glebe Point Rd, Glebe NSW 2037
Monday to Friday, 7:30am – 7pm
Saturday, 9am - 5pm
Sunday, 9am – 1pm