

Resources for Grad Students

Medical and Health Services

If you are feeling unwell, not knowing where to get help can add unnecessary stress. This resource is designed to help students how and where to seek medical and health advice in Australia. Remember, in a life-threatening emergency, call an ambulance on 000 immediately.

In an emergency

You should only seek help in a hospital emergency room if you have a health emergency and are in a life-threatening situation. If you ARE in an emergency and you think you need an ambulance, phone Triple Zero (000) immediately.

Public Hospitals in Melbourne:

- [Royal Melbourne Hospital](#), Grattan St., Parkville: +61 (3) 9342 7000
- [St. Vincents Hospital](#), Victoria Pde., Fitzroy: +61 (3) 9288 2211
- [Royal Women's Hospital](#), corner of Grattan St and Flemington Rd, Parkville: +61 (3) 8345 2000
- [Alfred Hospital](#), Commercial Rd., Prahan: +61 (3) 9276 2100
- [Eye and Ear Hospital](#), 32 Gisborne St., East Melbourne: +61 (3) 9929 8666
- [Austin and Repat Medical Centre](#), Studley Rd., Heidelberg: +61 (3) 9496 5000
- [Box Hill Hospital](#), Nelson Rd., Box Hill: +61 (3) 9895 3333
- [Dandenong Hospital](#), Davis St., Dandenong: +61 (3) 9791 6000
- [Epworth Private Hospital](#), Erin Street., Richmond: +61 (3) 9426 6666
- [Maroondah Hospital](#), Mt. Dandenong Rd., Ringwood East: +61 (3) 9871 3333
- [Monash Medical Centre](#), Clayton Rd., Clayton: +61 (3) 9550 2159
- [Western Hospital](#), Gordon St., Footscray: +61 (3) 9319 6666

University of Melbourne Health Service

The [University of Melbourne Health Service](#) is open Monday to Friday from 8:45am – 5:00pm on all days that the University is open. The Health Service uses an appointment-based system. To make an appointment, you can download the Appointuit App from the app store, or call **(03) 8344 6904**. Please note that only existing patients can book an appointment online.

Students with a current Medicare card are bulk-billed. International students with overseas insurance cover pay their fee on attendance, and claim the rebate back from their insurance provider.

Don't forget to bring your student ID card to your appointment, along with your Medicare card if you are a local student, or your OSHC member card if you are an international student.

Primary Health Care in Australia

In Australia, you do not have to go to hospital to see a doctor. A General Practitioner (GP) is a doctor who works from an office in the community, not in hospitals. GPs can treat colds and flu's, general health issues, and minor injuries.

GPs work either in a private doctor's office, or in a medical centre. At a private office, you must pay to see a GP on the day. If you go to a medical centre, no appointment is necessary, and services are often direct billed, so you may not need to pay anything.

If you need help to find a GP in your local area, you can call HealthDirect Australia on **1800 022 222** (free from landline telephones, charges may apply from mobiles). You can also visit the [National Health Services Directory](#) website or download their [mobile phone app](#). You can call the National Home Doctor Service on **13 SICK** to arrange for a doctor to visit you at your own home. This service direct bills Medicare and some overseas health insurers. This means there will not be an out of pocket cost for the visits for eligible card/membership holders.

Another option is to visit your local chemist or pharmacy, to talk with the pharmacist about minor illnesses and medicines. They can help to answer any questions you might have, and suggest what to do next.

International students

International students are not covered under the Medicare public health insurance system. International students undertaking formal studies in Australia must have Overseas Health Cover (OSHC) while they remain on a student visa. If you have an accident or get sick, the OSHC provider will pay some or all of your medical costs. This includes visits to a GP, some hospital treatments, ambulance travel, and some pharmaceutical items

Some OSHC providers have agreements with GPs to provide international students with a 'direct billing' service. This means your GP will send the bill directly to your OSHC provider, and you will probably not have to pay anything, or put in a claim form. If your GP does not 'direct bill' to your OSHC provider, you will need to pay the full fee on the day of your appointment. You can then put in a claim to your OSHC provider, who will pay you back some or all of the fee. You should contact your OSHC provider, or visit their website to see a list of GPs who direct bill.

Other resources:

- [University of Melbourne Counselling and Psychological Services](#): 8344 6927
- [Lifeline](#): 13 11 1
- [Poisons Information Hotline](#): 13 11 26 or
- [Beyond Blue](#): 1300 224 636
- [Private Health Insurance Ombudsman](#): 1800 640 695

- [Australian Health Management](#): 1300 131 347
- [Allianz Global OSHC](#) advice line: 1800 814 781
- [Bupa OSHC](#) Student Advice Line: 1300 884 235 or
- [Medibank OSHC](#): 134 148
- [NIB OSHC](#): 1800 775 204