



THE UNIVERSITY OF  
MELBOURNE



# Health and Safety in Melbourne

Information about public health and safety in Melbourne for incoming Study Abroad and Exchange Students.

## OSHC (OVERSEAS HEALTH COVER)

For information about ordering membership cards, making claims, or to find a doctor, please visit [www.oshcallianzassistance.com.au/](http://www.oshcallianzassistance.com.au/) If you have any trouble with these procedures you can visit the University of Melbourne Information Centre, which is located on the corner of Swanston street and Masson Road (Gate 3 Entry).

## EMERGENCY MEDICAL CARE

If the situation is life-threatening, call the ambulance immediately (dial 000 – this number is also applicable for police or fire services). The cost of emergency ambulance transportation is covered by OSHC Worldcare.

## HOSPITALS & CLINICS

It is important to learn where hospitals and clinics are located, just in case you or your friends ever require medical assistance. If you require emergency medical care, go to the Emergency or Casualty section at the nearest hospital, which are usually open 24 hours. Hospitals are listed here: [www.healthcollect.vic.gov.au/directories/Metrohos.htm](http://www.healthcollect.vic.gov.au/directories/Metrohos.htm)

## SEEING A DOCTOR

If you need to see a doctor, you must call to make an appointment. At Parkville campus, the University's Health Service is the closest and most convenient. For more information visit [cms.unimelb.edu.au/student-services/health](http://cms.unimelb.edu.au/student-services/health)

Alternatively check the OSHC website for a listing of medical practitioners that are affiliated with the OSHC scheme, and from whom OSHC members are eligible for discounted or free consultations.

There are also more listed in the Yellow Pages directory under Doctors or Medical Practitioners: [www.yellowpages.com.au](http://www.yellowpages.com.au)

## STUDENTS FROM SWEDEN AND NORWAY

The Australian Government has signed Reciprocal Health Care Agreements (RHCA) with the governments of Sweden and Norway, which entitles students from those countries to limited subsidized health services for medically necessary treatment while visiting Australia.

If you are a resident of Sweden or Norway you are covered for the duration of your approved visit to Australia. The health care agreements cover treatments that are medically necessary. Medically necessary treatments mean any illnesses or injuries which occur while in Australia and require treatment before returning home.

Students who are residents of Sweden or Norway are entitled to the following for any ill-health or injury requiring treatment while in Australia: free treatment as a public in-patient or outpatient in a public hospital; subsidized medicines under the Pharmaceutical Benefits Scheme; Medicare benefits for out-of-hospital medical treatment provided by doctors through private surgeries and community health centers.



## MEDICARE

If you will be receiving treatment you can enroll at Medicare offices throughout Australia. If you receive treatment before you enroll, Medicare benefits will be back paid for eligible visitors. To enroll in Medicare you will need: your passport with a valid visa; to provide, in some cases, identification showing you are enrolled in your country's national health scheme. If your application to enroll in Medicare is approved, you will receive an Australian reciprocal health care card in the mail.

You can receive medical treatment through private doctors' surgeries and community health centers. Doctors at these practices charge for their services in one of the following ways: The doctor bills Medicare directly in which case you will be asked to show your reciprocal health care card and sign a completed Medicare bulk bill form after seeing the doctor. You will not need to pay anything and will not need to make a claim from Medicare. Please note that not all Australian doctors in private practice bulk bill.

The other way that doctors may charge is by giving you a bill in which case you will be required to pay the amount at the time of consultation. In this instance you can pay the full bill on the spot or lodge the unpaid bill with Medicare. To pay the full bill on the spot you can: claim back your benefit in person at a Medicare office; send a completed Medicare claim form, the original doctor's bill and your receipt for the full amount of the bill to Medicare (GPO Box 9822 in your capital city). Medicare will post a cheque to your last registered address made payable to you to cover Medicare's portion of the bill; have your claim processed electronically from your doctor's practice and have your benefit paid directly into your bank or credit union account by electronic funds transfer, where available. To lodge your unpaid bill you need to: take the unpaid bill together with a completed claim form to a Medicare office, or send it to Medicare by mail to the address shown below. Medicare will send a cheque to your address made payable to the doctor; you will be required to take the cheque to your doctor and pay the difference between the Medicare benefit and the total fee charged by the doctor.

If you are treated as a public patient in a public hospital for medically necessary treatment, the treatment is free. Simply show your passport or reciprocal health care card to staff when you arrive at the hospital. If you elect to be treated as a private patient in a public hospital or as a private patient in a private hospital for medically necessary treatment, you will be charged for both medical treatment and accommodation. These fees cannot be claimed from Medicare.

### Disclaimer