

Please note that there is **NO** out-of-pocket cost for patients that have a Medicare card



General Practice

Visit general practice for all health needs, except emergencies:

- All non-life threatening health needs that can wait to be seen
- Any noticeable changes in your general health and wellbeing, including your mental health
- Annual exams, screenings and health checks
- Mild COVID-19 (telehealth appointment required)
- Immunisations
- Earaches, coughs, colds, fevers and diarrhoea
- Prenatal care
- Chronic disease management
- Muscle and joint pains



Urgent Care

Visit an urgent care clinic when you can't access your usual GP for:

- Minor infections
- Minor fractures, sprains and sports injuries
- Back and neck pain
- Pain when urinating (UTIs)
- Stitches and glue for minor cuts
- Insect bites and rashes
- Minor eye and ear problems
- Symptoms of minor illness, such as fever, cough, runny nose, sneezing, sore throat, headache or muscle ache
- Symptoms of gastroenteritis, such as diarrhoea, vomiting, nausea or fever
- Mild burns



Emergency Care

Go to nearest ED or call 000 for:

- Chest pain
- Warning signs of stroke, including altered sensation in face, arms and legs
- Severe bleeding or bleeding that doesn't stop
- Severe shortness of breath
- Serious vehicle or industrial accidents
- Severe COVID-19
- Severe allergic reaction (Anaphylaxis)
- Poisoning
- Complicated bone fractures
- Major illness
- Head injuries with loss of consciousness
- Suicide attempts or thoughts

Where is the Gold Coast Medicare Urgent Care Clinic?

The Gold Coast Medicare Urgent Care Clinic (UCC) is located at *Our Medical Gold Coast, 2 Leo Graham Way, Oxenford.*

The UCC operates separately from the general practice and is open from 8am until 10pm daily, including public holidays.

Who can access 'urgent care'?

Patients can access urgent care when they need same-day medical attention for a minor illness/infection or injury that can be managed without a trip to the emergency department but cannot wait for a regular appointment with their usual GP.

The Gold Coast Medicare UCC provides acute episodic care and treatment that does not require a hospital admission. This may include:

- minor infections
- minor fractures, sprains and sports injuries
- back and neck pain
- urinary tract infections (UTIs)
- sexually transmitted infections (STIs)
- stitches and glue for minor cuts
- insect bites and rashes
- minor eye and ear problems
- symptoms of minor illness
- symptoms of gastroenteritis
- mild burns

The Gold Coast Medicare UCC won't be able to see people for major trauma or complex conditions. There is an agreed escalation pathway in place with the Gold Coast University Hospital Emergency Department. There are limited MBS items accessible at the Medicare UCC and should the presentation not require urgent care, patients will be referred back to their GP for further assessment and management.

Can I refer patients to a Medicare UCC?

Yes, if the issue is an urgent care matter as outlined above you can provide patients with the contact details of the GC Medicare UCC. However, patients do not need a referral to attend a Medicare UCC.

Will my patients go to a Medicare UCC instead of coming to my practice?

No. There are limited MBS items that patients can access at the Medicare UCC and the patient's usual GP is still the first point of contact for non-emergency, routine and preventative health care. The Gold Coast Medicare UCC won't be able to see people for things like chronic disease management or preventive health procedures such as cervical screening tests. A patient attending the Medicare UCC for non-emergency, routine or preventative health care will be referred back to their nominated usual GP.

Will I know if one of my patients has received care at the Gold Coast Medicare UCC?

Yes. Any patient attending the UCC will have a discharge summary issued. The summary will be:

- Uploaded into My Health Record (unless requested not do so by the patient)
- Electronically provided to the patient's nominated usual GP/practice within 24 hours.

If electronic transfer is not possible or the patient does not name a usual GP, the patient will be given a hard copy of the discharge summary. The Medicare UCC will also advise the patient's nominated usual GP of any test results.

Will on-site diagnostic imaging and pathology services be available to patients attending the Medicare UCC?

Yes, the Gold Coast Medicare UCC will have arrangements in place with diagnostic imaging and laboratory-based pathology services in the same building as the Medicare UCC. There is also a pharmacy open until 10pm nightly.

How much will it cost to attend a Medicare UCC?

The Gold Coast Medicare UCC will provide urgent health care with no out-of-pocket costs for patients. Any diagnostic services, such as radiology and pathology, will also be provided with no out-of-pocket costs for Medicare card holders.

What was the process for selecting the provider of the Gold Coast Medicare UCC?

The Australian Government is funding 58 Medicare UCCs across Australia, which includes one clinic on the Gold Coast. The Gold Coast Medicare UCC is designed to reduce pressure on local Emergency Departments and provide better access to primary care.

A cross-functional panel oversaw the in-depth and rigorous process that led to selecting the provider of the Gold Coast Medicare UCC.

A single Register of Interest was offered followed by a formal Expression of Interest (EOI) process. Practices participating in the EOI process were required to demonstrate how they met criteria set by the Australian Government, including:

- Onsite access to diagnostic services in radiology and pathology and close to pharmacy services
- A location with easy access, and should divert patients from Gold Coast University Hospital
- Open extended hours with the ability to accept walk-in patients
- Accessible to all people, including vulnerable people and young people.