

Information for Gold Coast Healthcare Providers about the Gold Coast

medicare
Urgent Care Clinic

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



Primary Care

Visit primary care for:

- 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
- Immunisations
- Earaches, coughs, colds, fevers and diarrhoea
- Prenatal care
- Chronic disease management
- Muscle and joint pains



Urgent Care

Visit urgent care services 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 respiratory 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
- Sports injuries
- Severe bleeding or bleeding that doesn't stop
- Severe shortness of breath
- Serious vehicle or industrial accidents
- Severe allergic reaction (Anaphylaxis)
- Poisoning
- Complicated bone fractures
- Major illness
- Head injuries with loss of consciousness
- Suicide attempts or thoughts

Where are the Gold Coast Medicare Urgent Care Clinics?

The Gold Coast Medicare Urgent Care Clinics (UCCs) are located at *Our Medical Gold Coast, Level 1, 2 Leo Graham Way, Oxenford and Southport Medical & Dental Centre, 178 Nerang Street, Southport*. The UCCs operate separately from the general practice and will be open from 8am until 10pm daily.

Who can access 'urgent care'?

Patients can access urgent care when they need medical attention for an illness 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 UCCs provide acute episodic care and treatment that does not require a hospital admission. This may include:

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

The Gold Coast Medicare UCCs 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 UCCs. 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. Medicare UCCs 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 a 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 UCCs?

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 diagnostic imaging and pathology services be available to patients attending the Medicare UCC?

Yes, the Gold Coast Medicare UCCs will have arrangements in place with diagnostic imaging and laboratory-based pathology services colocated to 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 UCCs 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 patients.

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

The Australian Government is funding 58 Medicare UCCs across Australia, which includes one clinic on the Gold Coast. The Gold Coast Medicare UCCs are 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.