



Medicare Urgent Care Clinics – there when you need them

Across Australia, a growing network of Medicare Urgent Care Clinics provide free, walk-in health care for urgent illnesses and injuries, reducing pressure on emergency departments and making it easier to access urgent care when you need it.

Medicare Urgent Care Clinics are open early and late every day, and you don't need an appointment or referral. Around 70 per cent of Australians live within a 20-minute drive of a Medicare Urgent Care Clinic.

Medicare Urgent Care Clinics are one of the ways the Australian Government is investing in Medicare to make sure Australians have better access to affordable health care, urgent care and mental health support.

What is urgent care?

- **General or routine care** is what your local GP or nurse provides.
- **Urgent care** is when you have an injury or illness that can't wait for a regular GP appointment but is not life-threatening.
- **Emergency care** is when you have an injury or illness that is life-threatening.

Examples of different types of care are shown below.

General or routine care	Urgent care	Emergency care
<ul style="list-style-type: none"> • Diagnosis and treatment of a wide range of diseases and illnesses • General screening and health checks • Vaccinations • Prescriptions • Mental health advice • Family planning advice • Referrals for tests, scans or specialist care • Ongoing chronic disease care and health assessments 	<ul style="list-style-type: none"> • Minor infections • Minor fractures, sprains, sports injuries and neck and back pain • Urinary tract infections (UTIs) • Minor cuts • Sexually transmitted infections (STIs) • Insect bites and rashes • Minor eye and ear infections • Respiratory illness • Gastroenteritis • Mild burns 	<ul style="list-style-type: none"> • Chest pain or tightness • Breathing difficulties • Uncontrollable bleeding • Severe burns • Poisoning • Numbness or paralysis • Unconscious • Unresponsive or having seizures • Ongoing fever in infants <p><i>If you or someone in your care has a life-threatening injury or illness, call triple zero (000) or go to your nearest emergency department.</i></p>

When should I visit a Medicare Urgent Care Clinic?

If you have an injury or illness that needs medical attention, ask yourself:

- Is it life-threatening and do I need emergency care?
- Can it wait until I can get an appointment to see my local GP?

If it's not an emergency but you can't wait for a regular appointment with your GP, a Medicare Urgent Care Clinic will assess and treat you on the same day. Medicare Urgent Care Clinics are open extended hours, 7 days a week.

Who can access Medicare Urgent Care Clinics?

Medicare Urgent Care Clinics provide bulk billed (free) urgent medical care for anyone with a Medicare card. You don't need an appointment or referral.

What can I expect when I visit a Medicare Urgent Care Clinic?

When you arrive at a Medicare Urgent Care Clinic, a nurse will assess your injury or illness to see how urgent it is. This is a 'triage' system that is used to decide which patients need to see a doctor or nurse first.

People with the most serious conditions may be seen before others who have been waiting longer, or those who have an appointment. This ensures that the most urgent cases are treated first.

More information

To find your nearest Medicare Urgent Care Clinic, visit health.gov.au/MedicareUCC

For information about how Medicare can help you, visit medicare.gov.au/stronger



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