



Australian Government

Department of Health
and Aged Care

medicare

Urgent Care Clinic

How we decide who's next

We use a 'triage' system to decide which patients need to see a doctor or nurse first.

This means that people with the most serious conditions may be seen before others who have been waiting longer.

We understand it can feel frustrating to wait while more urgent cases are being seen. Please know that we want to help you as soon as we can. We appreciate your patience.

If it isn't urgent

Your regular GP should be your first point of contact for non-emergency, routine, and preventative health care.



If it's an emergency

Emergency or life-threatening illnesses and injuries need immediate medical attention and management by an emergency department or hospital. Call **triple zero (000)** or go to your nearest emergency department.



health.gov.au/MedicareUCC

