



Australian Government

Department of Health,
Disability and Ageing

medicare

Urgent Care Clinic

Medicare Urgent Care Clinics

What they are and how they can help you

Easy Read version



How to use this fact sheet



The Australian Government Department of Health and Aged Care (the Department) wrote this fact sheet.

When you see the word 'we', it means the Department.



We wrote this fact sheet in an easy to read way.

We use pictures to explain some ideas.

Bold
Not bold

We wrote some words in **bold**.

This means the letters are thicker and darker.



We explain what these words mean.



You can ask for help to read this fact sheet.

A friend, family member or support person might be able to help you.

What are Medicare Urgent Care Clinics?



Medicare Urgent Care Clinics are a type of health clinic.



They have doctors and nurses who can help if you:

- are sick or hurt
- need treatment as soon as possible
- are not at risk of losing your life.



If you think you or someone you know might die, call Triple Zero straight away.

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You can go into a Medicare Urgent Care Clinic and get care any time they are open.

You don't need to make an appointment.



They open early and shut late every day.



All Medicare Urgent Care Clinics use the same logo.

When you see this logo on a building or website, it shows a Medicare Urgent Care Clinic.



Medicare Urgent Care Clinics are free.



They will bulk bill you for any treatment you get.

This means you don't need to pay anything.



You should not go to a Medicare Urgent Care Clinic if you:

- only need a checkup
- don't need care straight away
- need general care over a long time.



You should make an appointment with your doctor to help you with these things.



You can visit our website to find the closest Medicare Urgent Care Clinic to you.

www.health.gov.au/MedicareUCC

What sorts of things can they help with?



We wrote some examples of health problems that Medicare Urgent Care Clinics can help with.



Medicare Urgent Care Clinics can help if you have:

- a cut
- a burn
- an infection
- a broken bone or sports injury.



They can also help if you have a pain in your body.



For example, if you have:

- an insect bite
- a rash
- back or neck pain.



Medicare Urgent Care Clinics can help you if you:

- are feeling very sick
- can't wait to see your doctor.



For example, if you:

- are vomiting or have watery poos
- have a bad cough or sore throat
- have a bad tummy ache.



They can also support you if you have a **sexually transmitted infection (STI)**.

STIs are health problems that can affect your:

- sexual body parts
- general health.



They can support you if you have a **urinary tract infection (UTI)**.

A UTI is a type of bladder infection.

You might:

- feel pain when you pee
- have different coloured pee
- feel like you need to go to the toilet a lot.



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