

# Helpful Information for GPs seeing a patient from refugee background in GP Practice

## Medicare Updates

### Interpreter Engagement and Long consultation

GPs can now bill for the additional time required when engaging an interpreter.

[More information](#)

### Refugee Health Assessment (RHA)

Item numbers are claimable once within 12 months post-arrival upon completion of a comprehensive health assessment. [More information](#)

RHA MBS item numbers 701 (brief - \$62.75), 703 (standard - \$145.80), 705 (long - \$201.15) or 707 (prolonged - \$284)

[More information about the Medicare benefits Schedule](#)

## Accessing Interpreters

Free phone interpreting is available 24/7 and on-site (face-to-face) interpreting is available during business hours via the Translating and Interpreting Service (TIS National) Doctor's Priority Line.

Ph: 1300 575 847.

[More information](#)

[Townsville Hospital and Health Services - Translated Resources](#)

## Clinical Resources

- [Refugee Health Guide](#) - used by doctors, nurses and other primary care providers to inform on-arrival and ongoing health care for people from refugee backgrounds.
- [Refugee Health Assessment Template](#) - Supports the delivery of refugee health assessments for Medicare Items 701, 703, 705, 707) and can be uploaded to Practice Software
- [Refugee Health Network Queensland](#) - Refugee Health Clinical lead for non-urgent clinical support  
E: [info@refugeehealthnetworkqld.org.au](mailto:info@refugeehealthnetworkqld.org.au)

## Resources to support Practices

- [Refugee Health Assessment Template](#)
- [Refugee Ready Checklist for practices](#) - A quick-reference guide to General Practices considering providing health care services to people from a refugee background.
- [Translated Appointment Reminder Tool](#) - assists health services with sending translated messages (including SMS) to patients in 64 languages with 15 appointment types.
- [Free Interpreting Service](#): Doctors Priority Line [1300 131 450](tel:1300131450)
- [Refugee Health Network Queensland](#)

## Supporting arrivals without Medicare

People seeking asylum in Australia who are not eligible for a Medicare Card can access public hospitals in Queensland free of charge under the [Qld Health Directive](#). This may include people arriving from [Ukraine](#).

Some people arriving from Ukraine are also eligible to be supported through Australia's Humanitarian Settlement Program (HSP).

The HSP is able to access funds for GP consults, pathology, imaging and medicines to support necessary health care while patients are awaiting Medicare. Contact the Townsville settlement service [TMSG](#) for support.

Other less urgent care (including comprehensive refugee health assessment or routine care) needs to be postponed until Medicare is available.

Clinical updates for Ukraine arrivals - [Refugee Health Network Queensland](#)

