

Public healthcare access

Ukrainians in Queensland without Medicare - October 2022

This factsheet explains how people who have recently arrived from the Ukraine on temporary visas can access Queensland Health public hospital and healthcare services for free.

You must have a Medicare Card to access free public healthcare in Australia. You do not get a Medicare Card with visitor or tourist visas. If you arrived in Australia on a visitor or tourist visa from 1 December 2021, Queensland Health will recognise you as a person seeking asylum (protection). This means you can access public hospital and health services free of charge under the Queensland Health Fees for Health Care Services Directive (QH-HSD-045:2016). This is a temporary arrangement until you can access a visa with Medicare or until further notice.

This does not apply to people who have been given Medicare with their visa or those who have medical insurance or are on visas where medical insurance is required. It also does not cover private hospital services or visits to a general medical practitioner (GP) clinic.

You can find out more about Queensland Health hospital services [here](#). Tips for going to hospital:

1. To ensure you are not charged each time you visit a hospital, please tell staff:

- your name
- your date of birth
- your contact details
- that you have arrived from Ukraine since 1 December 2021 and what visa you are on.

You need to provide this information every time you visit a Queensland hospital. Staff are not allowed to share your personal information without your consent.

2. Take this fact sheet to help explain that you have access to free healthcare.

3. Provide photo identification and travel documents if you can, such as:

- Passport/travel document to show arrival dates and proof of Ukrainian nationality
- Any other photo identification and documentation that shows your nationality and/or visa.

The hospital administrator will look up your visa details in a system called [VEVO](#) where they can check what type of visa you have and what conditions your visa has.

4. Explain to hospital staff what is going wrong with your health:

Explain your health concerns to staff so that they can assess how sick you are. In Emergency Departments, people who are the most unwell are seen by doctors first. This might mean other sick people who come in after you see a doctor before you. You may need to wait longer if a specialist doctor is requested to get you the right health care.

To help staff provide you with the best care, bring along any medical records you have. Tell staff if you need a free interpreter, and what your preferred language is.