

Healthcare in Queensland

Navigating the health system





Acknowledgement

We acknowledge the traditional custodians of the land where we are meeting, their elders past, present and emerging.



Ice Breaker

Exercise

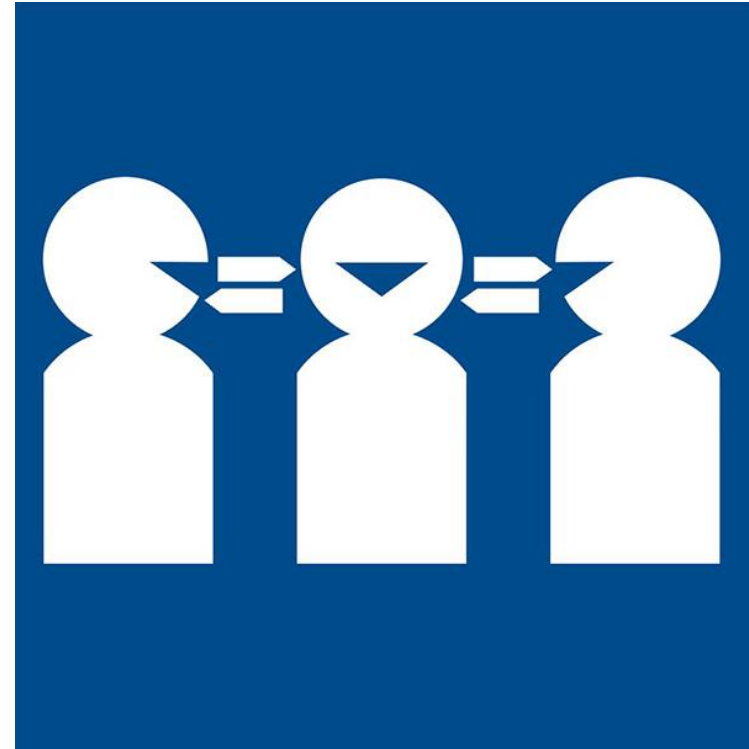


Dentist





Interpreter



Vaccinated?



Blood Test



Telehealth Appointment



Called an ambulance?



Session Overview



Interpreters



Medicare & Health Care Cards



Doctors and medical care



Specialists



Emergencies



Staying in hospital



Medicines



Mental wellbeing



Health checks



Vaccinations

How can I get an interpreter?



- Free interpreters
24 hours a day,
7 days a week in:**
- **Hospital**
 - **Ambulance**
 - **Doctor**
 - **Pharmacist**



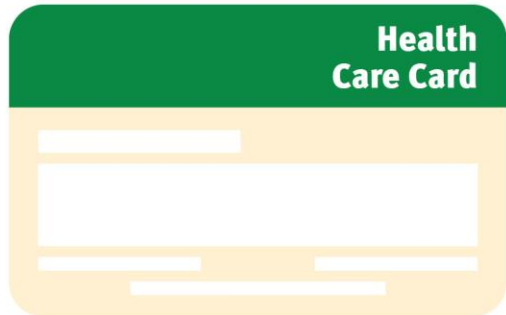
Ph: 13 14 50



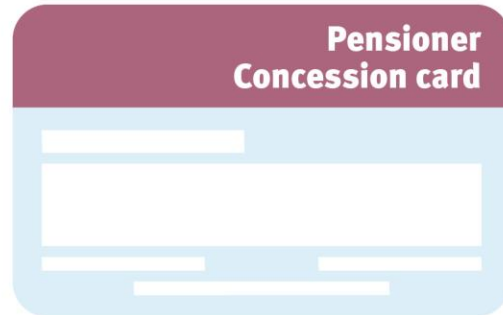


Medicare and Health Care Cards

**Can reduce costs of your medical appointments and medicines.
Always bring cards to your medical appointments!**



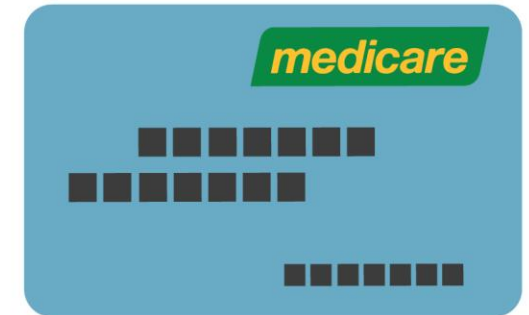
Health Care card



Pensioner Concession card



Medicare card



Interim Medicare card



No Medicare?

- People seeking asylum in Australia who do not have a Medicare card can access public hospitals in Queensland for free, including medical, dental and pharmacy.
- GPs are not part of the public hospital system and will charge fees.
- Few options see people without Medicare for free including:
 - Asylum Seeker GP Clinic (known as [MRCCC](#))
 - [World Wellness Group](#)
 - Urgent Care Clinics
 - [Nurse led clinics](#) (age 2+ years) treat minor illnesses (there are no doctors).
- If you have health insurance linked with your visa, check what costs it will cover.
- Need more information? Ask your Case Manager (if you have one) or the health service provider about costs depending on your visa.



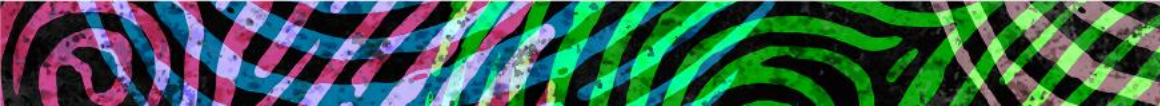
 **FREE** BRISBANE CITY
Nurse-led walk-in clinic

Mt Gravatt Nurse-led Walk-in Clinic

Nurse led clinics see people without Medicare

Brisbane City
316 Adelaide Street, Brisbane
Ph: 1800 960 127

**1437 Logan Road, Mount
Gravatt Qld 4122**
8 am to 10 pm, 7 days a week



What should I do when I am sick?



Pharmacy
Free advice



13 HEALTH
Talk to a nurse 24/7
Ph: 13 43 25 84



Tooth pain
Ph: 1300 300 850



GP or Family Doctor

medicare

Urgent Care Clinic

Walk in free clinic
8am - 10pm



Find a clinic



Ambulance
Ph: 000



GPs

Family doctor

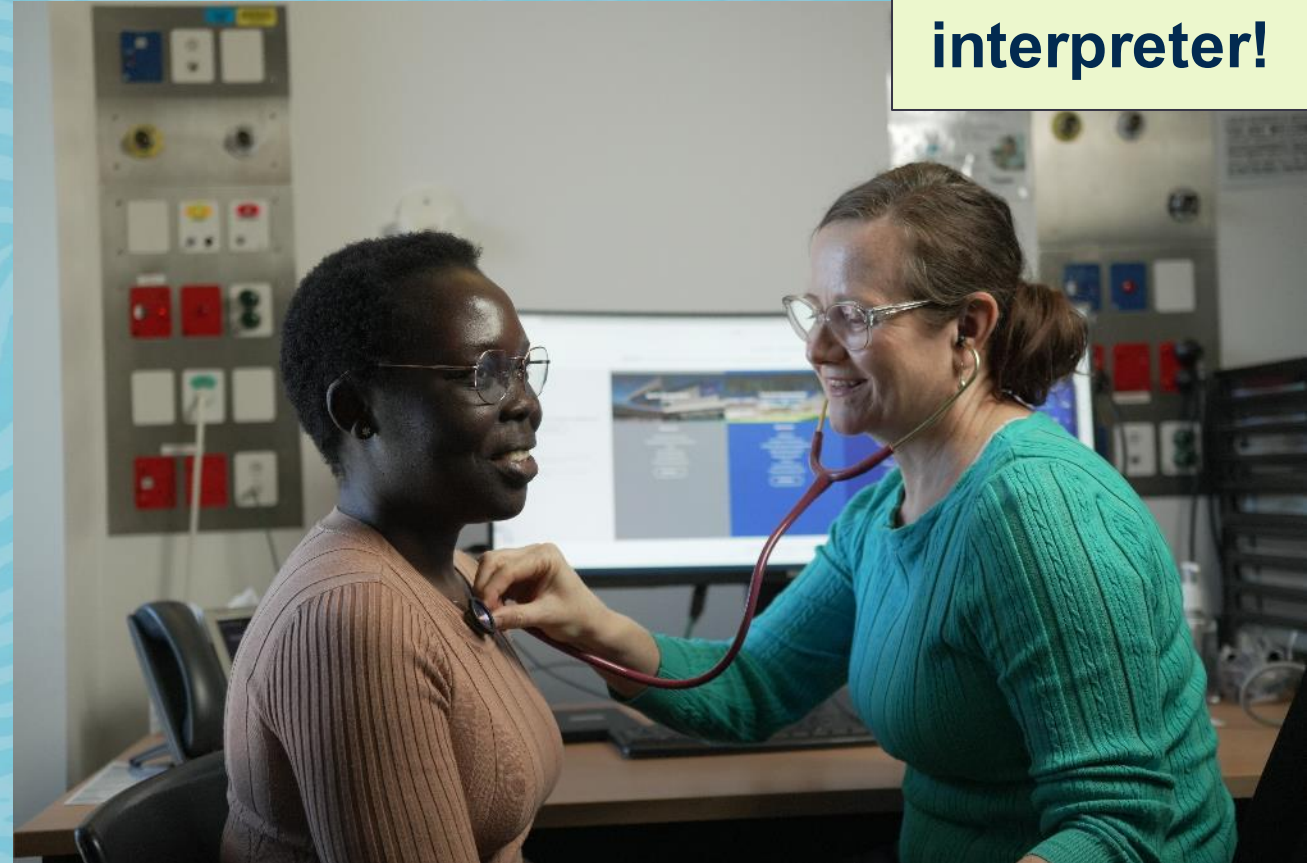
Need to book appointment

Telehealth (phone appointment)

Advice about your health

**Health checks, screens and
Vaccinations**

Can refer you to specialist



**It's free to
ask for an
interpreter!**

Remember: Health Services may call from private number



Medicare Urgent Care Clinics



General Care

This is your regular, trusted doctor.

Visit primary care for:

- General screening and health checks
- Vaccinations and prescriptions
- Mental health advice
- Family planning advice
- Referrals for tests, scans or specialist care

Contact your GP



Urgent Care

Free treatment for urgent conditions that aren't life threatening.

medicare

Urgent Care Clinic

Visit an urgent care service for:

- Minor infections
- Minor fractures, sprains, sports injuries and neck and back pain
- Urinary tract infections (UTIs)
- Sexually transmitted infections (STIs)
- Minor cuts
- Insect bites and rashes
- Minor eye and ear infections
- Respiratory illness
- Gastroenteritis
- Mild burns

Visit an Urgent Care Clinic



Emergency Care

Emergency departments should be reserved for situations that could result in loss of life or limb if not treated immediately.

Seek Emergency care for:

- Chest pain or tightness
- Breathing difficulties
- Uncontrollable bleeding
- Severe burns
- Poisoning
- Numbness or paralysis
- Unconscious, unresponsive, or having seizures
- Ongoing fever in infants

Go to nearest ED or call 000

The services provided at Medicare Urgent Care Clinics can also be managed by your GP. Visit an Urgent Care Clinic only when you need immediate care.



<https://www.youtube.com/watch?v=4RIVCnXYSNk&t=71s>

Logan Medicare Urgent Care Clinic

medicare

Urgent Care Clinic

Location: 2/10 Grand Plaza Dr, Browns Plains QLD 4118

Open 7 days (8am - 10pm)

07 3380 0150

www.health.gov.au/find-a-medicare-ucc



South Brisbane Medicare Urgent Care Clinic

Location: Level 4, PACE Building,
20 Cornwall Street, Woolloongabba,
QLD 4102

Open Monday-Sunday, 8am - 10pm

- Walk-in
- Bulk-billed

Call (07) 3346 1315

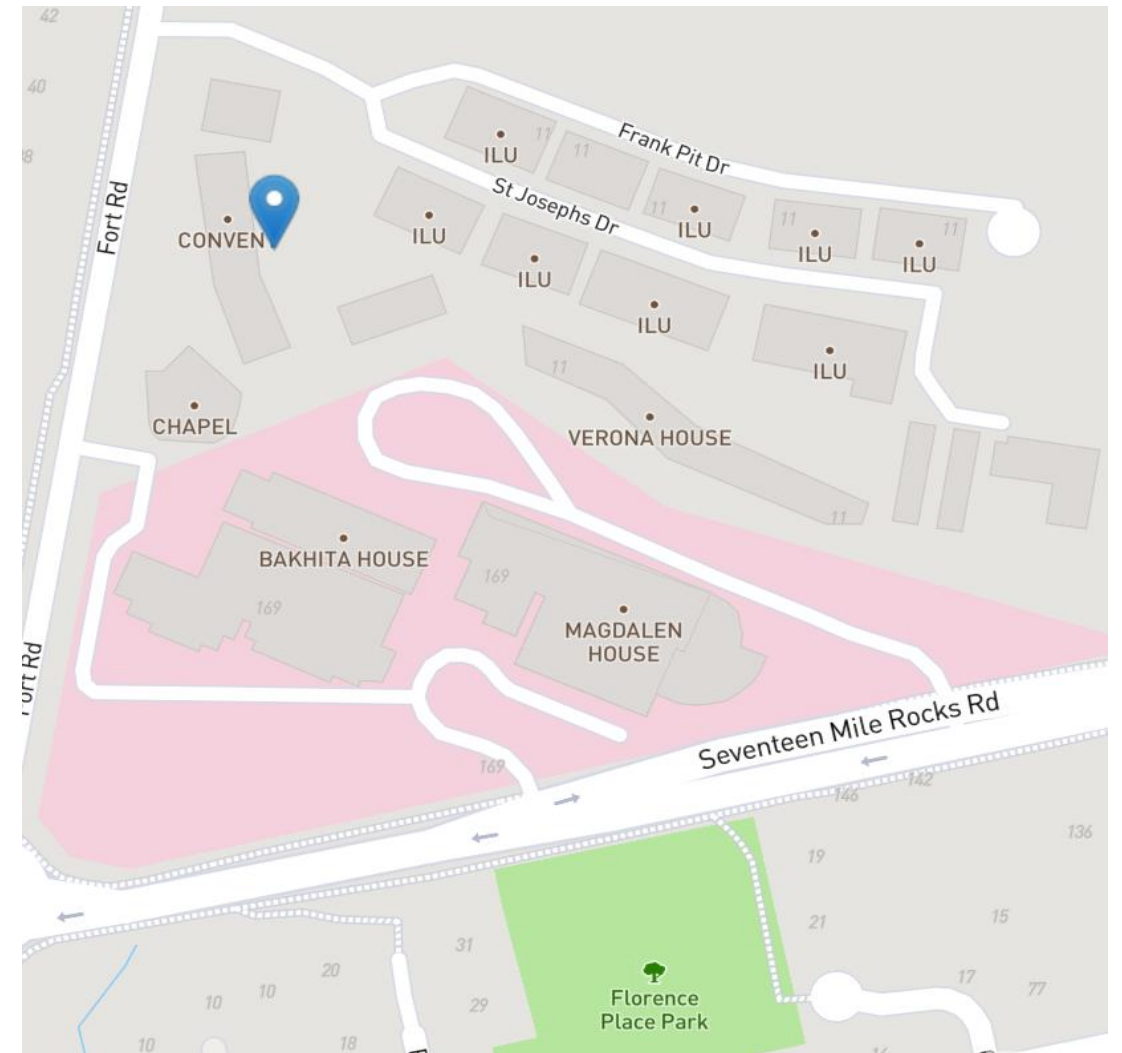
www.health.gov.au/find-a-medicare-ucc



Oxley Urgent Care Clinic

Location: Entrance 1, Ground Floor/169 Seventeen Mile Rocks Rd, Oxley QLD 4075

Open 7 days a week from 8am to 10pm



Eight Mile Plains Satellite Health Centre

Location: 59 Levington Road,
Eight Mile Plains

Open 7 days a week from 8am to
10pm



Redlands Satellite Health Centre

Location: 22 Meissner Street,
Redland Bay Queensland 4165

Open 7 days a week from 8am to
10pm





Specialists

GP may write a letter (referral)

Ask your GP about which specialist you can see and how it works

A specialist is free in public system, but wait can be long and you may still need to pay for some tests

You can see a private specialist for a cost



It's free to ask for an interpreter!





Emergency

Call an **ambulance** or go to the **emergency department**:

- bad chest pain
- sudden weakness or numbness of the face, arms or legs
- bleeding that cannot be stopped
- trouble breathing
- a sudden collapse or fall
- bad burns.



**It's free to
ask for an
interpreter!**



**In Australia, Triple Zero '000' is the emergency number
to call for police, fire and ambulance service**



Calling an ambulance

The ambulance is free if you live in Queensland.

[Video: When and how to call an ambulance](#)



How to call an ambulance in an emergency



1 Call Triple Zero (000) for an ambulance if someone is very sick, or has been hurt in an accident.



2 They will then ask "Suburb and State." You say the suburb where you're calling from and "Queensland."



You can ask the operator for a free interpreter by saying "I need an interpreter in [language]."

3 Wait on the phone. It may take time to get you an interpreter so try telling the operator your address in English.



4 You need to give this information when they ask:

- where you are
- your phone number and name.



Ambulances are **free** in Queensland



Staying in hospital

When you are very sick or injured, or you need surgery.

You can ask for free:

- **pain medication (prescribed by doctor)**
- **interpreter**
- **sanitary items**
- **food and drink**

**One adult can stay with a child overnight.
Ask the nurse about visiting hours.**



**It's free to
ask for an
interpreter!**

Ryan's Rule

Ryan's Rule is a three step process to support patients of any age, their families and carers, to raise concerns if a patient's health condition is getting worse or not improving as well as expected. Ryan's Rule applies to all patients admitted to any Queensland Health public hospital—including the emergency department—and in some Hospital in the Home (HITH) services.

[Ryan's Rule | Clinical Excellence Queensland | Queensland Health](#)



Step 1

Talk to a nurse or doctor about your concerns.

If you are not satisfied with the response.

Step 2

Talk to the nurse in charge of the shift.

If you are not satisfied with the response.

Step 3

Phone 13 HEALTH (13 43 25 84) or ask a nurse and they will call on your behalf.

Request a Ryan's Rule Clinical Review and provide the following information:

- hospital name
- patient's name
- ward, bed number (if known)
- contact phone number.

A Ryan's Rule nurse or doctor will review the patient and assist.

<https://vimeo.com/534248322>



Medicines

You can get medicines from a pharmacy or chemist.

Pharmacists can:

- Supply medicines when your GP gives you a prescription (or ‘script’)
- Give advice about minor illnesses or injuries
- Sell medicines that do not need a script
- Give you vaccinations



**It's free to
ask for an
interpreter!**

Remember to ask about generic medicines!





Mental wellbeing



**It's free to
ask for an
interpreter!**

In an Emergency

24 hours a day, 7 days a week

If you or someone you know is in a life-threatening situation

**Ambulance
Triple Zero
000**



Urgent support

24 hours a day, 7 days a week



**Lifeline
13 11 44**



**1300 MH CALL
1300 642 255**



**Suicide Helpline
Call Back Service
1300 659 467**

Your GP can

- Talk about your mental wellbeing
- Provide advice and treatment options
- Refer you to other mental health services.





Mental wellbeing help

QPASTT Monday - Friday 9:00am–5:00pm (07) 3391 6677	Multicultural Connect Line Monday – Friday 9:00am–4:30pm 1300 079 020
Head to Health Monday - Friday 8:30am–5:00pm 1800 595 212	Kids Helpline 24 hours a day, 7 days a week 1800 551 800
Domestic Violence DVConnect DV Womensline - 1800 811 811 DV Mensline - 1800 600 636	MensLine 24 hours a day, 7 days a week phone 1300 78 99 78
Beyond Blue www.beyondblue.org.au	Queensland Transcultural Mental Health Centre Monday – Friday 8.30am–4:30pm (07) 3317 1234
Queensland Positive People (QPP) (07) 3013 5555 	



It's free to ask for an interpreter!

All services are free and confidential



Health checks

- Can find early signs of disease
- Different checks at different ages
- Talk to your GP!



Tooth checks



Eye checks



Hearing checks



**Cancer
screening**



Tooth checks

Get a free check when you first arrive.

Make appointment with a public oral health centre for free (1300 300 850).

Free check-ups and treatments for children up to 17 years old.

If you don't have a Health Care card, you will need to pay for a private dentist.



**Interpreter
is free at
public
oral health
services.**





Hearing checks

You can go to an 'audiologist' if you are worried about your hearing.

There may be a cost to see an audiologist. Ask your GP.

All babies born in Queensland hospitals will get a free hearing test.





Eye checks

Regular eye checks are important.

You can go to an optometrist.

People under 65 years with Medicare can get a free eye check every three years.

People over 65 years with Medicare can get a free eye check every year.



It's free to ask for an interpreter!





Cancer screening

If you're worried or have symptoms at any age, speak to your GP.



It's free to ask for an interpreter!

Cervical Screen

- 25 years old or over and have ever had any sexual contact
- Book with GP (ask about cost)
- Every 5 years
- Self collect option



Breast Screen

- Aged 50-74 (or 40+ talk to your GP)
- Book with BreastScreen Qld
- Every 2 years
- Free with Medicare





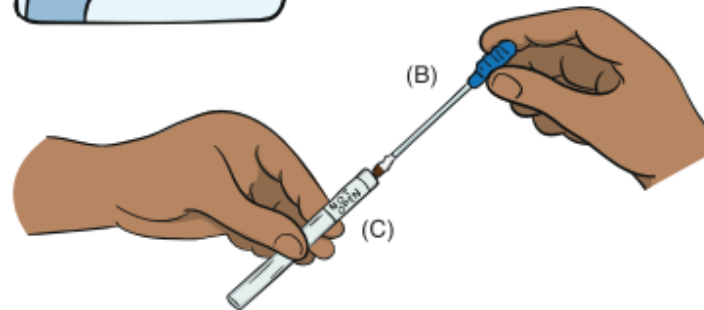
Cancer screening

Bowel screen

- Aged 45-74 years old
- Test kit comes by post
- Every 2 years
- Free with Medicare



- Poo onto the paper and drag the tip of the blue stick through the poo (you only need a tiny bit).



It's free to ask for an interpreter!

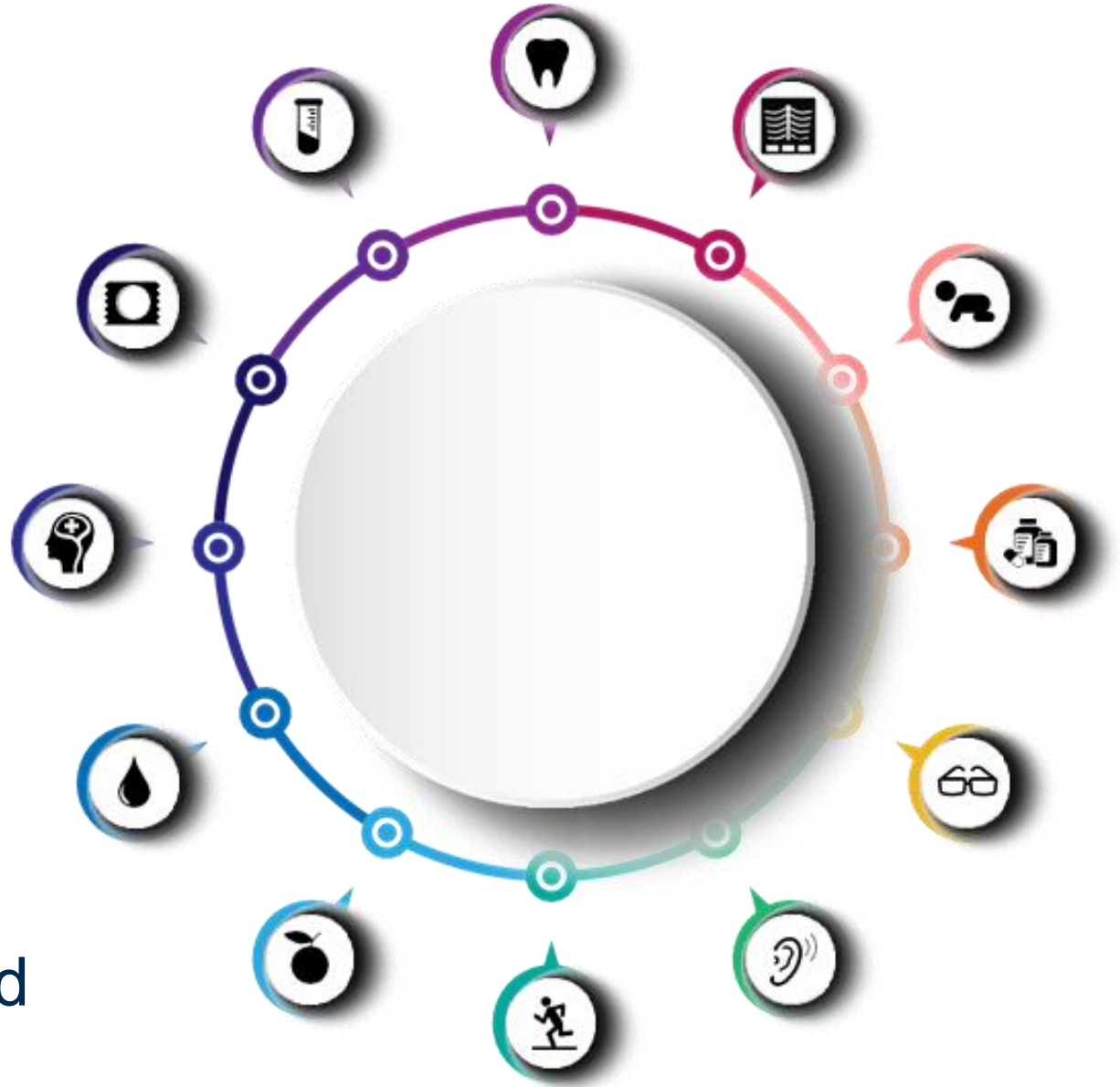
If you're worried or have symptoms at any age, speak to your GP.

Allied Health

Some services need a referral – others you can access directly

Some work in private practice or in the public system.

Referral from GP on Chronic Disease Management Plan allows patient to access 5 Medicare funded allied health services per year





Vaccinations

Protect you and your family from illnesses and viruses.

Sometimes needed for:

- **School and childcare**
- **Travel**
- **Jobs**

Talk to your GP about what vaccination your family needs.



**It's free to
ask for an
interpreter!**



Domestic and Family Violence and Sexual Assault



- Domestic and family violence
- Sexual assault
- Consent

If you're experiencing domestic and family violence and/or sexual assault, talk to someone you trust, the counsellor at TAFE or PH: **1800RESPECT**. They can help you know what to do next.

Child and Family Health Support

Free services for children and their parents or carers to help monitor the health, wellbeing and development of children.



<https://www.qld.gov.au/health/children/babies/clinics>



**It's free to
ask for an
interpreter!**

If you're worried about your child or family, speak to your GP.

Having a baby in Australia

- **If you are pregnant, visit your GP first**
- **Health checks for your unborn baby and tests**
- **Referrals**
- **Midwives and doctors**
- **If you are worried about your baby's movements, or you have pain, fluid or blood loss, call Triple Zero (000) or go to your closest hospital.**
- **If unsure, call 13 HEALTH on 13 43 25 84 for advice from a registered nurse, 24/7.**



**It's free to
ask for an
interpreter!**



Patient advocacy and communicating with healthcare professionals

- You can change your GP and GP practice
- You can request your notes to go to your new GP
- You can see different GPs in the same practice
- You can ask if your GP “bulk bills” through Medicare

Questions you should consider asking your health care provider:

- Do I really need this test, treatment or procedure?
- What are the risks?
- Are there simpler, safer options?
- What happens if I don't do anything?
- What are the costs?

Translated 5 questions <https://www.choosingwisely.org.au/translated-resources>



Drinks in Australia

How many teaspoons of sugar in each drink?





Teaspoons of sugar

Red Bull 12

Ice coffee 11.5

Coke 9.3

Juice 6.5

Ice tea 5

Water 0

Maximum sugar intake per day – 12 teaspoons