

Helpful Information for GPs seeing a patient from refugee background in GP Practice (Toowoomba)



Medicare Updates

All refugees are eligible for Medicare upon arrival to Australia. If a patient presents to a GP before they have received their Medicare Card, Practices are encouraged to put a “hold” on the patient (same process as for newborn baby). The Medicare Card number will be forwarded to the practice as soon as it has been granted (usually within 3 business days).

Interpreter Engagement and Long consultation

GPs can 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), 703 (standard), 705 (long) or 707 (prolonged)

[More information - 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.

Front reception staff can also access TIS by using the GP code which is helpful for making appointments and follow up phone calls.

It is a good idea for Practices to call TIS to recall a patient and then TIS will contact the patient to have a three-way conversation. [More information](#)

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: info@refugeehealthnetworkqld.org.au

Resources to support Practices

- [Refugee Health Assessment Template](#)
- [Refugee Ready Checklist for practices](#) - A reference guide for General Practices providing health services to people from a refugee background.
- For refugee resources and support (excluding interpreting), contact [Multicultural Australia](#)
- [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](#).

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