

# Public healthcare access

## For people seeking asylum who do not have a Medicare Card

People seeking asylum in Australia who are not eligible for a Medicare Card can access public hospitals in Queensland free of charge. Please refer to Queensland Health Fees for Health Care Services Health Directive (QH-HSD-045:2016).

### **Each time you visit a hospital, please tell staff:**

- your name
- your date of birth
- your contact details
- that you are a person seeking asylum
- if you are receiving support and health services from the International Health and Medical Service (IHMS) or a Status Resolution Support Services (SRSS) provider.

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

### **Provide photo identification if you can. Examples of photo identification include:**

- Passport/travel document
- ImmiCard/Visa Evidence Card
- Driver's licence
- Student card.

### **Bring documentation that shows you are seeking asylum. This will ensure that you do not have to pay to receive services at the hospital. Bring one of the following documents:**

- Documentation from the Department of Home Affairs confirming your current visa status
- Protection visa application letter
- SRSS payment card
- Judicial review - re-application for Bridging visa E (BVE) letter
- IHMS card
- Any information that can show you are a person seeking asylum.

If you are receiving support from IHMS or an SRSS provider, the hospital might arrange for the provider to pay for your visit.

### **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 considered the most unwell are seen by doctors first. This might mean other sick people who come in after you are seen by a doctor before you. You may also be required 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, please **bring along any medical records you have and let staff know if you need a free interpreter, and what your preferred language is.***

# Rot bilong kisim Pablik Helt sevis

## Bilong helpim ol lain i painim sindaun long Australia husat i no gat Medicare Kat

Ol lain husat i laik painim sindaun long Australia na i no mitim mak bilong kisim helt sevis long Medicare ol i ken kisim fri helt sevis long pablik hausik insait long Queensland.

### **Olgeta taim yu go long hausik, plis tokim wokmanmeri:**

- nem bilong yu
- de, mun na yia mama i karim
- fon namba na emeil atres bilong yu
- tok olsem yu laik painim sindaun long Australia
- Tokaut tu sapos yu wok long kisim helpim long International Health and Medical Service (IHMS) o Status Resolution Support Services (SRSS).

Yu mas givim ol dispela stori **olgeta taim** yu go long Queensland hausik. Ol hausik em ol ples we yu ken kamapim ol dispela kain stori olsem. Ol wokmanmeri bai no inap tru long givim ol stori bilong yu i go aut sapos yu no tok orait lo em.

### **Givim wanpela foto em i soim klia olsem em yu tasol (aidentifikesen). Yu ken givim ol kain foto olsem:**

- Pasport/pepa bilong tok orait lo trevol o
- ImmiCard/Visa Evidens Kat o
- Draiva's laisens o
- Sumatin kat.

### **Karim I kam ol pepa wok i soim olsem yu wok long painim sindaun long Australia. Ol dispela pepa wok bai soim klia olsem yu no nid long peim hausik fi. Karim i kam wanpela pepa wok olsem:**

- Pepa wok bilong Department of Home Affairs we i soim visa status bilong yu o
- Proteksen visa aplikesen leta o
- SRSS peimen kad o
- Kot reviu – pepa bilong Bridging visa E (BVE) leta o
- IHMS kat o
- Ol toksave em soim olsem yu wok long painim sindaun long Australia.

Sapos yu wok long kisim sapot long IHMS o SRSS, hausik i ken toksave long ol dispela lain long peim fi bilong yu long i go i kam long hausik.

### **Stori gut long ol wokmanmeri bilong hausik wanem kain hevi long helt yu sa gat:**

Stori gut long ol hevi bilong yu long ol wokmanmeri bilong hausik na bai ol i ken luksave wanem kain sik yu gat. Long ol Imejensi Dipatmen, ol dokta i mas givim helpim hariap tru long ol manmeri husat i gat bikpela bagarap. Dispela em minim olsem dokta bai lukim pastaim man o meri i kisim bikpela bagarap maski em i kam bihain long yu. Sampla taim, yu ken weit longpela taim sapos ol i askim spesol dokta long givim yu helt sevis i stret long yu.

*Bilong helpim ol wokmanmeri i givim yu gutpela helt sevis, plis **karim i kam ol helt rekod o helt pepa wok sapos yu gat na toksave long ol wokmanmeri sapos yu laikim man or meri bilong tanim tok, na wanem kain tokples yu laik bai ol i mas tanim tok i go long yu.***