

# Helpful Information for GPs seeing a patient from refugee background

Townsville

## 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 - \$65), 703 (standard - \$151.05), 705 (long - \$208.40) or 707 (prolonged - \$294.45)

[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](#)

## Other support for new arrivals

Most arrivals will have had a Refugee Health Nursing Assessment completed after they arrived. Contact the Refugee Health Service via Townsville HHS. E: [tchsrefugeenurse@health.qld.gov.au](mailto:tchsrefugeenurse@health.qld.gov.au) Ph: 0499 816 827

Most arrivals will have a Case Manager from the local settlement service supporting them with practical orientation and support. Contact [TMSG](#) Ph: (07) 4775 1588

Queensland Program of Assistance to Survivors of Torture and Trauma ([QPASTI](#)) Ph: (07) 4772 9000

## Patients 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](#).

