

Public healthcare access

For people seeking asylum without Medicare

People seeking asylum in Australia who are not eligible for Medicare can access public hospitals in Queensland free of charge, as set out in the Queensland Health [Fees for Health Care Services Health Service 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 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 so you do not receive a fee for your hospital visit. This could include:

- 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 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.***