

Please remind patient to bring to the appointment:



Visa or travel documents



Medicare Card



Centrelink Health Care Card/Centrelink Pensioner Card

Any relevant health records

Refugee Health Clinical Resources available at: www.materonline.org.au/refugeehealth

Bus: The nearest stop is Mater Hill Busway (approximately two minutes' walk)

Train: The nearest stop is South Bank (Vulture Street, approximately five minutes' walk)

For bus and train information call Translink on 13 12 30.

To access an interpreter, call TIS National on 131 450.



Mater Refugee Complex Care Clinic (MRCCC)

Level 4, Salmon Building
Raymond Terrace
South Brisbane Qld 4101

Phone: 07 3163 2880 Fax: 07 3163 8455
Email: mrccc@mater.org.au

mater.org.au

**For further information and advice on refugee health, contact Refugee Health Connect (RHC):
A one point of call regarding all aspects of refugee health on 07 3864 7580.**

Mater acknowledges consumer consultation in the development of this patient information.
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Mater Refugee Complex Care Clinic (MRCCC)

“Working in partnership to address unmet health needs for people from refugee background in our community.”



Exceptional People. Exceptional Care.



The Mater Refugee Complex Care Clinic (MRCCC)

People of refugee background with complex health needs may have difficulty accessing and navigating health services. Asylum seekers without Medicare may face multiple barriers to accessing primary health care.

MRCCC provides confidential specialised primary health care for people of refugee background and asylum seekers who have complex health needs. The clinic can also provide access to specialist care, as required.

Established in 2002 as QIRCH, the MRCCC is a Mater mission driven initiative to address unmet health needs in the community. GPs and nurses work closely with other multidisciplinary teams such as mental health and settlement providers.

- Free service
- Interpreters are provided at no cost to the patient
- Specialist refugee paediatric service

The clinic is not an emergency service.



Eligibility

- People from refugee background
- Complex health needs and/or
- Significant financial barriers to care

Patients will be referred back to their General Practice for ongoing care.

Asylum seekers without Medicare and no community GP may be provided with long term primary health care.



Referral Process

GPs: Use the GP Referral form.

All other referrers: Use the Community Referral Form.

Both forms can be found online at:

<http://www.materonline.org.au/mrccc>.

Forward completed referral form via email mrccc@mater.org.au or fax **07 3163 8455**.

Once a referral form is received, MRCCC will contact your client directly to organise an appointment time. Referrers will be advised of the referral outcome within two weeks.

For further information phone **07 3163 2880**.

Services Provided

- Specialised primary health care assessment and management
- Long appointments with nursing and medical staff using accredited interpreters
- Health care coordination for multiple health needs
- Specialist referrals as required*
- Support as requested to primary health care professionals in the management of this patient population

A refugee paediatric clinic is offered on a fortnightly basis. Referral: www.materonline.org.au/mrccc

*MRCCC does not have more rapid access to specialist appointments than a GP referring from the community. A referral to MRCCC solely for a Specialist referral will delay your patient's place on a waiting list.

