



# Medicare UCC Design Principles

Medicare UCCs will:

- Be patient-focused, improving health outcomes and providing access across extended hours to episodic urgent medical care, without prior appointments or a fee.
- Be highly visible and accessible:
  - Offering 'no wrong door' entry point to access episodic urgent medical care, including walk-in/appointment/referral.
  - Providing a welcoming, compassionate, culturally appropriate, person-centred and safe environment that is inclusive for all people accessing quality care.
  - Assisting people in need to find, access and effectively utilise digital forms of help including information, support and therapies as appropriate.
- Support people to connect to pathways of care through integration with the broader health system:
  - Including existing community health services, GPs, non-government sector and State and Territory funded services.
  - Ensuring connectivity to hospital and ambulatory services and other supports and services, streamlining access to urgent care.
  - Ensuring details of the patient's medical event will be provided to the regular GP / care provider to ensure that the patient receives continuity of care from their regular GP.
- Be staffed and delivered by an appropriate, skilled workforce working to maximum scope of practice.
- Provide rapid and free access to simple diagnostics such as radiology and pathology.
- Have consistent real time reporting and data collection, supported by Commissioners, for planning and monitoring across the care continuum and to inform evaluation.
- Support innovation to complement defined core functions, and to meet gaps in the provision of urgent health services in the region.
- Be sustainably funded with clarity and certainty for the sector with the intention to improve and reform the primary care and emergency department interface over the long term.
- Operate under robust, effective governance frameworks:
  - To ensure 'what success looks like' is determined at the outset.
  - To ensure transparency and accountability while maximising service quality and safety.
  - Supporting a national evaluation to generate new evidence and to guide future continuation or expansion of this initiative or amendment to the service model.