

Tuesday 10 December 2024

## Find care fast this holiday season

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### FindCareFast is a new virtual navigation service helping people across Greater Brisbane find the right healthcare option for their needs.

Launched ahead of the Christmas and New Year period when healthcare options can be limited, the FindCareFast website aims to alleviate the often complicated and overwhelming task of finding the right healthcare service when you are not sure where to go.

FindCareFast ([findcarefast.com.au](https://findcarefast.com.au)) helps to direct and connect people to their local primary care, urgent care, emergency care, mental healthcare and allied health service providers. It can also assist in directing people to other healthcare options when their usual General Practitioner (GP) or healthcare provider is closed, but same-day medical attention may be required.

FindCareFast empowers the user to make their own decisions about what healthcare service option is right for them, including navigation to the [healthdirect online Symptom Checker](#) and 13 HEALTH phone line for support with deciding where to go for treatment and advice.

When landing on the homepage, website users are asked to consider if they think their healthcare concern can wait, if they need help soon, or need help now, and provides appropriate care options.

Accompanying the website launch is a digital and out of home consumer media campaign that also seeks to educate the community about primary healthcare and the role of a person's regular (or family) GP or doctor in providing routine healthcare, as well as new and available urgent healthcare pathways.

FindCareFast is a collaboration between Brisbane North PHN and Brisbane South PHN, available to all residents across Greater Brisbane.

#### FindCareFast:

- seamlessly integrates with [healthdirect](#) and the National Health Services Directory (NHSD) to place healthcare option at users' fingertips and display the most up-to-date health service and contact information
- is user-friendly, built around best practice **accessibility** principles, **plain language** and offers **language translation functionality** to assist **people from culturally and linguistically diverse backgrounds** to navigate the site
- features an **after-hours mode** which will direct users to available services open outside of business hours
- includes dedicated healthcare service options for **First Nations peoples**.

[www.brisbanenorthphn.org.au](https://www.brisbanenorthphn.org.au)

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People in need of healthcare service options this holiday season can access FindCareFast via desktop or mobile browser to find an available, or next available, healthcare pathway nearest to them at any time of day.

“The FindCareFast website and accompanying campaign, now in market, will support and educate our community to find the right care, at the right place, at the right time. It is a credit to the hard work, shared insights and time spent by our many partners, collaborators and PHN teams,” said Sharon Sweeney, Acting CEO at Brisbane North PHN.

“We’re so pleased to have FindCareFast added to the range of tools and supports we provide to local primary health professionals and our communities, to help deliver a connected and coordinated primary care system for our diverse and multicultural region,” said Laura Casey, General Manager for System Integration and Coordination at Brisbane South PHN.

She added, “FindCareFast will be particularly helpful to people as they discover the many new, free urgent care facilities available when they’re sick or injured and need same-day treatment, but don’t need treatment in a hospital emergency department.”

[Urgent care](#) is an emerging model of care offered via Medicare Urgent Care Clinics (UCCs), Minor Injury and Illness Clinics, nurse-led clinics, and some private general practices, that provide walk-in, timely healthcare services to patients in a general practice setting. Urgent care clinics can provide short-term, episodic care for non-life-threatening conditions that require same day assessment or treatment.

Medicare UCCs, Minor Injury and Illness Clinics located at state Satellite Hospitals, and Nurse-led Walk-In Clinics are bulk-billed (incurring no out of pocket expense to the patient).

Medicare UCCs are open extended hours, seven days a week, for urgent care.

**The Greater Brisbane community can access FindCareFast online: <https://findcarefast.com.au/>.**

The website was informed by regional health needs assessments and built following a robust consultation period with community groups, individuals, and health service providers including local GPs and General Practice Liaison Officers, Metro North Health and Metro South Health, Queensland Health, 13HEALTH, Queensland Ambulance Service (QAS), and Virtual Emergency Care Service.

## Media contacts

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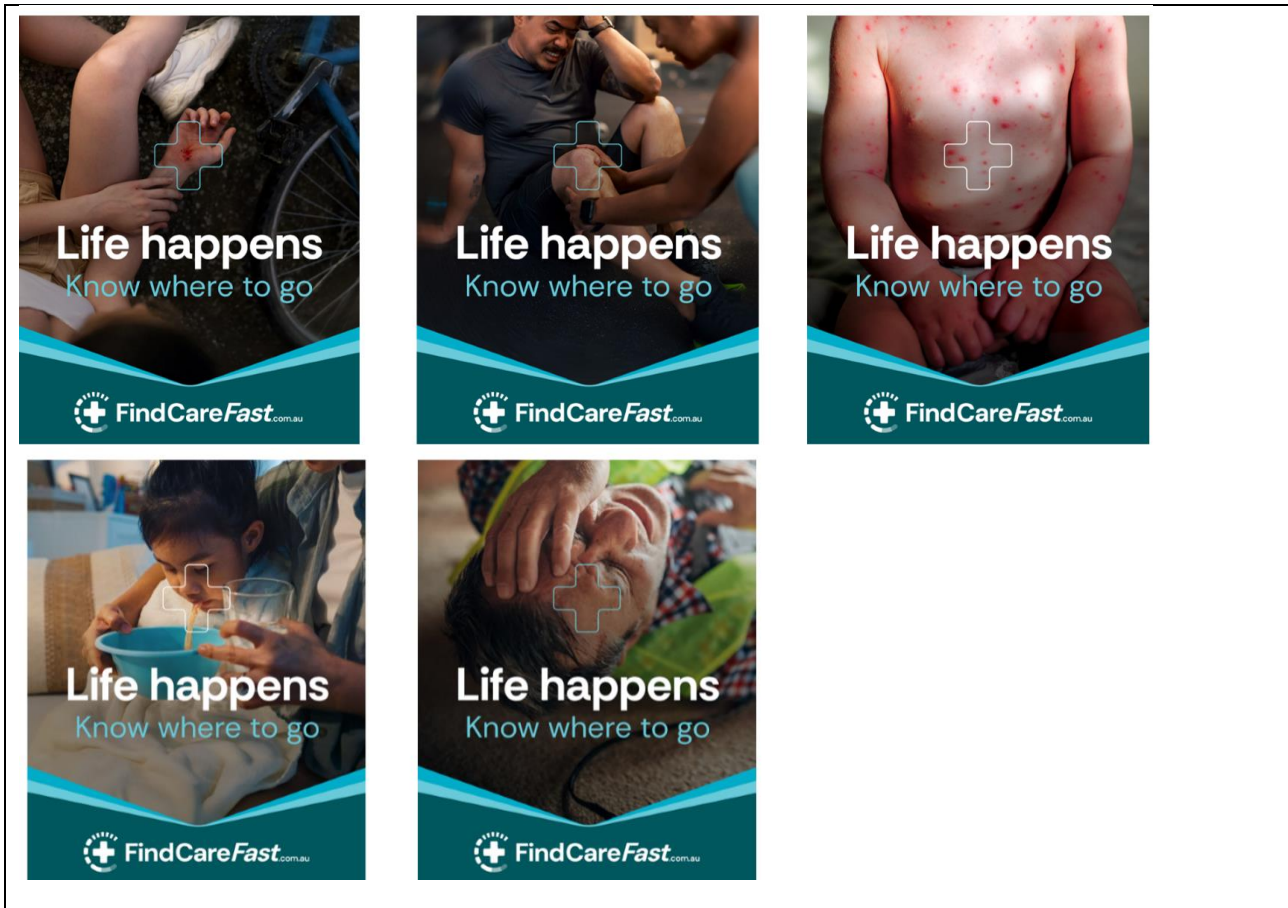
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### Editor’s note:

For high resolution campaign assets, please contact Hugh Suffell at [communications@brisbanenorthphn.org.au](mailto:communications@brisbanenorthphn.org.au)

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## About Brisbane North PHN

Brisbane North PHN is one of 31 Primary Health Networks nationwide and supports clinicians and communities in Brisbane's northern suburbs, Moreton Bay, parts of Somerset Regional Council and support to people of Norfolk Island. The PHN covers approximately 4,100 km<sup>2</sup> of urban, regional and rural areas, with a population of over one million.

The key objectives of the PHN are:

- increasing the efficiency and effectiveness of medical services for patients, particularly those at risk of poor health outcomes, and
- improving coordination of care to ensure patients receive the right care in the right place at the right time.

## About Brisbane South PHN

Brisbane South PHN is the local Primary Health Network (PHN) for the Brisbane south region, working with health professionals and communities to understand our region's health and wellbeing needs and commission services that directly respond to these needs.

Brisbane South PHN is one of 31 regional PHNs established nationally to deliver an efficient and effective primary health care system for the people of Australia.

**ENDS**

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