

**Senate Finance and Public Administration Legislation Committee**  
**ANSWERS TO QUESTIONS ON NOTICE**  
**ADDITIONAL BUDGET ESTIMATES 2011-2012**

Finance and Deregulation Portfolio

**Department/Agency:** Medibank  
**Outcome/Program:** General  
**Topic:** Rapid Care Clinic

**Senator:** Moore

**Question reference number:** F40

**Type of question:** Hansard F&PA Page 18, 14 February 2012

**Date set by the committee for the return of answer:** Friday, 30 March 2012

**Number of pages:** 1

**Question:**

Senator MOORE: In the health insurance side where you have opened centres. I would also like some updated information, again on notice, about the processes you have with the GP clinics, the process that you opened in Brisbane.

Mr Savvides: Rapid Care Clinic.

Senator MOORE: Rapid Care—in terms of information about where they are and if there is any feedback about how they are being used and the rate of access and all those things.

Mr Savvides: I can provide that.

**Answer:**

The pilot Rapid Care Clinic in Cannon Hill, Brisbane, was collocated with an existing Workplace Health Clinic augmented to deliver medical services for people suffering from urgent but not life-threatening medical services. An evaluation of the pilot in 2011 demonstrated that while people who attended the pilot Clinic gave it a high customer service rating, utilisation was insufficient to sustain the Clinic. As a result of this evaluation the Medibank Board made the decision to close the pilot Rapid Care Clinic and halt plans for a larger roll out. The Rapid Care Clinic ceased operation on 14 September 2011 and the Cannon Hill clinic has since reverted to its original workplace health function.

A key learning from the process is that the demand for Rapid Care Clinic type services predominantly occurs outside of ordinary operating hours - on weekends, before 8am and after 6pm. We have incorporated this information into the design of our Mi Health service, which assists members in need of urgent medical care by navigating them to appropriate health services that are accessible at the time of their call, such as 24 hour medical clinics and pharmacists.