



## Design Principles

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; and
  - 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; and
  - 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 Primary Health Networks (PHNs), 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
  - supporting a national evaluation to generate new evidence and to guide future continuation or expansion of this initiative or amendment to the service model.