

MyMedicare Key Messaging – For Staff and Patients

Messaging for Reception Staff

- MyMedicare registration is voluntary and free.
- You can still be a patient at this practice without being registered.
- If you do register at this practice, you may be entitled to longer phone or video (telehealth) consultations that may be bulk-billed.
- Registration will also help the practice to deliver healthcare services that better meets your needs, including services provided by practice nurses and allied health professionals.
- You don't have to see a practice nurse or allied health professional if you would prefer to see your GP.
- We will be able to provide you with a form to register with a GP at this practice when this becomes available.

Messaging for GPs, practice nurses and other clinical staff for patients

- MyMedicare registration is voluntary and free.
- I can still provide health services to you if you don't register with me (or this practice).
- If you do register with me, you will be able to access longer telephone consultations and may be eligible for longer telehealth video consultations.
- Over time, MyMedicare will help this practice better understand your health needs and provide suitable services.
- MyMedicare will help ensure continuity of care, provide greater focus on prevention, and more funding to support a team of health professionals to meet your healthcare needs.

Messaging for patients - Why should patients register with a MyMedicare practice?

- Supports practices to provide preventative care and early treatment allowing patients to stay active and healthier in the community for longer.
- Promotes having an established relationship with a nominated GP/practice for seamless, integrated and continuous care; and where patient needs are understood and prioritised.
- Reduces fragmentation of care caused by multiple service providers.
- Funds longer telehealth appointments that will benefit people with disabilities or mobility issues that find it difficult to get to face-to-face appointments.
- Supports the delivery of quality and continuous care to residents in aged care facilities.

MyMedicare Myth Busting

Do I have to pay to register with a GP?

No, registration is voluntary and free.

Can I still see a GP at a different practice to the one I have registered with?

Yes, you can continue to see other GPs and health professionals at other practices.

If I register with a GP, will I be bulk-billed?

If you are aged under 16, a pensioner or concession card holder – Please discuss eligibility for bulk-billing with your practice. Face to face appointments and longer telehealth consultations will be charged in accordance with your practice's usual billing arrangements.

Do I have to see a Practice Nurse if I would prefer to see my GP?

No, you will always be able to make an appointment to see your GP (or another GP) at your registered practice.

Is MyMedicare a form of capitation?

No. Claiming of MBS items that are not specifically linked to MyMedicare will be unaffected by MyMedicare registration.

If my nominated GP moves to another practice, what happens?

You can nominate another GP in your registered practice, or you can register with your nominated GP at their new practice (without having to meet any new eligibility requirements).

Where will my registered practice and nominated GP be recorded?

Practice registration and GP nomination will be recorded on the registered general practice software and in your My Health Record, unless you choose not to display this.

Can I change my nominated GP or registered practice?

You can change your preferred GP within your registered practice at any time.

You can register with a new practice once you meet the eligibility requirements and as long as that practice is registered in MyMedicare.

Both you and the practice need to provide consent for your registration to be complete.

For more information

MyMedicare patient registration – Frequently asked questions

FAQ: <https://www.health.gov.au/resources/publications/mymedicare-for-patients-frequently-asked-questions?language=en>

EMPHN is committed to providing updates as soon as new details emerge and will help you embed and develop the initiative within your practice. Should you require further information please do not hesitate to contact your EMPHN Practice Facilitator or email practicesupport@emphn.org.au.