

# MYMEDICARE – KEY MESSAGING FOR STAFF AND PATIENTS

## Introduction

Patients with a Medicare card can register for MyMedicare from **1 October 2023** online or via a paper-based form at their registered practice.

General practices are likely to receive patient enquiries and so this document has been created to provide helpful key messages.

## 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 are funded by Medicare.
- 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.
- You can still see another GP at another practice should you wish to, but you won't be able to access the long (Medicare-funded) telehealth consultations.
- We will be able to provide you with a form to register with a GP at this practice when this becomes available.

## Messaging from 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?

MyMedicare:

- 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.

## Resources

**MyMedicare patient registration – Frequently asked questions**

[MyMedicare patient registration – Frequently asked questions | Australian Government Department of Health and Aged Care](#)

## Contact us

For more information or support contact your local Quality Improvement Consultant.

*Document created September 2023*