

MyMedicare

Key Messages for staff and patients

Introduction

Patients with a Medicare card and/or a DVA Veteran card can register for MyMedicare from 1 October 2023. Patients with a Medicare card can complete their registration online or via a paper-based form at their registered practice. Patients registering with a DVA Veteran Card will only be able to register via a paper-based form at their practice. This document provides patient-focused key messages to assist general practices in answering patient enquiries and support patient registration.

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 can still see another GP at another practice should you wish to, but you won't be able to access the new long (Medicare-funded) telehealth consultations.
- You will be able to register online (Medicare Online Account or the Express Plus Medicare mobile application), or we can provide you with a form when this becomes available.

Messages for Patients (for use by GPs, Practice Nurses & other clinical staff)

- MyMedicare 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 a greater focus on prevention, and more funding to support a team of health professionals to meet your healthcare needs.
- You can still see another GP at another practice should you wish but you won't be able to access the longer (Medicare-funded) telehealth consultations.
- MyMedicare will establish our relationship and identify me as your general practitioner to allow for seamless, integrated and continuous care.

Further resources

MyMedicare patient registration – Frequently asked questions

<https://www.health.gov.au/our-work/mymedicare>

Contact us

For more information, please contact your Primary Health Coordinator or email

pracsupport@c2coast.org.au.

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