

MyMedicare

Talking points for general practices

- MyMedicare¹ formalises the relationship between patients, their general practice, general practitioner and primary care teams, strengthening continuity of care and supporting a shift towards more integrated, person-centred models of care.
- MyMedicare benefits and impacts will change and are likely to expand over time.
- Right now, MyMedicare provides an opportunity for your practice to establish more formal and enduring relationships with patients, where you both formally agree to work together on their health journey.
- Getting involved in MyMedicare early will help reduce the effort of changes later in time, and may lead to some interesting conversations about what practices expect of patients, and what you expect of them.
- Starting discussions about MyMedicare now can help your practice to consider how you might want to shape your strategy, business and care offerings with MyMedicare as an essential piece of the puzzle.
- Supporting implementation of MyMedicare may require your practice to:
 - Engage specifically with priority populations (for example, patients with a chronic disease, or those living in a nursing home).
 - Consider making changes to your models of care, business and administrative processes (for example, you may wish to introduce MyMedicare registration information into your patient consent and registration process).
 - Make changes to your practice team roles or provide an opportunity for learning, development and training for your primary care workforce and practice teams, for example:
 - You may decide to enhance the role nurses and Aboriginal and Torres Strait Islander health practitioners have in care planning.
 - Your reception team may need to understand MyMedicare to explain it to patients and help them register online, or complete MyMedicare registration forms in PRODA.
 - Introduce changes to how you use practice software systems and digital systems (for example, regularly checking PRODA and updating information in your practice software for registered MyMedicare patients).
 - Communicate clearly about MyMedicare with your patients and their families.

¹ [MyMedicare | Australian Government Department of Health and Aged Care](#)