

Withdraw a patient from MyMedicare

There are two ways to withdraw a patient from MyMedicare. These are:

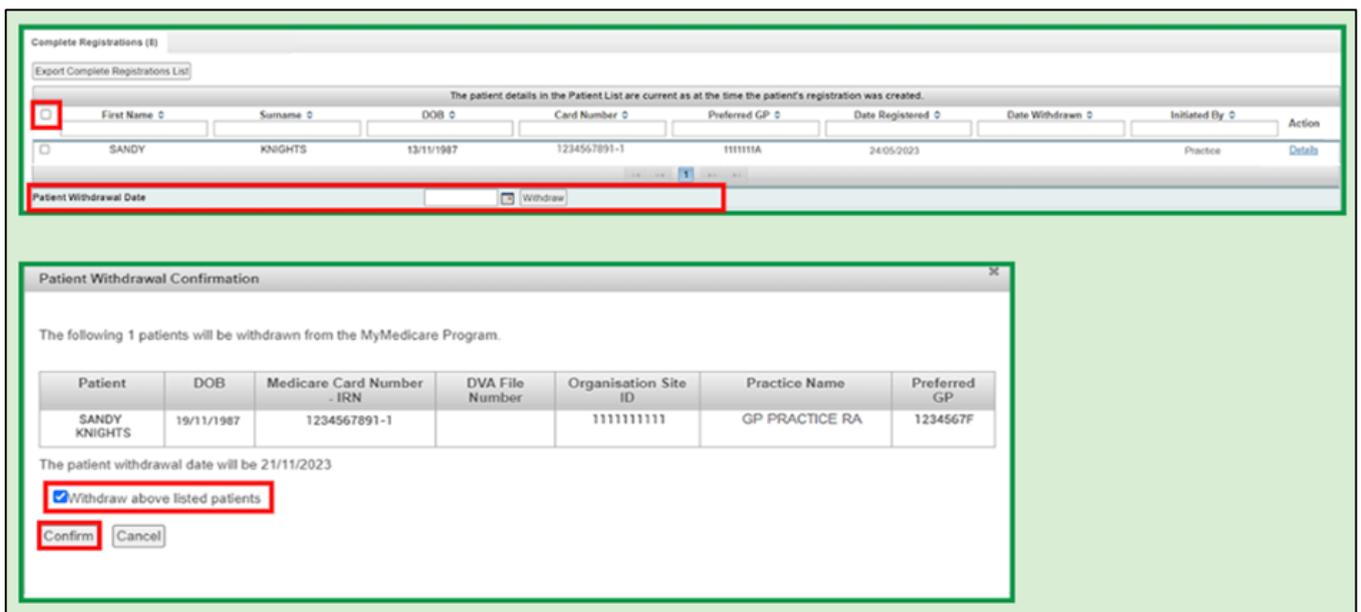
- Complete Registration List
- Patient Details Screen

Complete Registration List

Ideal for multiple patient withdrawals on the same day.

1. Select one or more patients to be withdrawn by selecting the **tick-box** next to the patient
2. Below the Patient List enter the **Patient Withdrawal Date**.
3. Select **Withdraw**.
4. The **Patient Withdrawn Confirmation** pop up will display.
5. Select the tick-box **Withdraw above listed patients**.
6. Select **Confirm** to withdraw patient/s.
7. Patient withdrawal date will display on the **Completed Registrations List**.

Note: If advanced notice of a withdrawal is provided, the withdrawal date can be set in the future.



The screenshot shows the 'Complete Registrations (E)' screen with a table of patient registrations. A red box highlights the tick box next to the patient 'SANDY KNIGHTS'. Below the table, the 'Patient Withdrawal Date' field is highlighted with a red box, and the 'Withdraw' button is also highlighted. A second screenshot shows the 'Patient Withdrawal Confirmation' pop-up window. It displays a table with the following data:

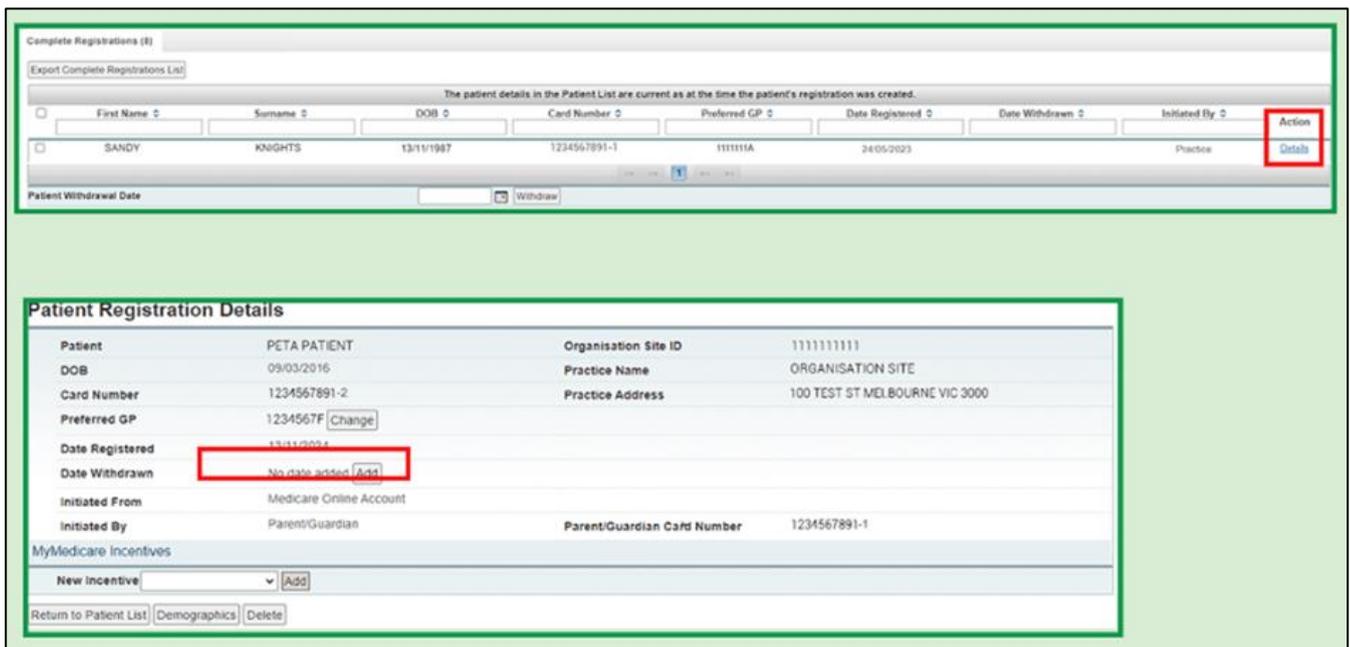
Patient	DOB	Medicare Card Number - IRN	DVA File Number	Organisation Site ID	Practice Name	Preferred GP
SANDY KNIGHTS	19/11/1987	1234567891-1		1111111111	GP PRACTICE RA	1234567F

Below the table, it states 'The patient withdrawal date will be 21/11/2023'. A red box highlights the 'Withdraw above listed patients' checkbox, which is checked. At the bottom, the 'Confirm' button is highlighted with a red box.

Patient Details Screen

Ideal for single patient withdrawals.

1. In the **Action** column, select **Details**.
2. You will be navigated to the **Patient Registration Details** screen.
3. In the Date withdrawn row, select **Add**.
4. Add the withdrawal date.
5. Select **Confirm**.
6. Patient withdrawal date will display on the **Patient Registration Details** screen and the **Patient List**.



The screenshot shows the 'Complete Registrations (8)' screen. At the top, there is a table with columns: First Name, Surname, DOB, Card Number, Preferred GP, Date Registered, Date Withdrawn, and Initiated By. A row for 'SANDY KNIGHTS' is visible, with a 'Details' button in the 'Action' column highlighted by a red box. Below the table is a 'Patient Withdrawal Date' field with a 'Withdraw' button.

The 'Patient Registration Details' form below shows the following information:

Patient	PETA PATIENT	Organisation Site ID	111111111
DOB	09/03/2016	Practice Name	ORGANISATION SITE
Card Number	1234567891-2	Practice Address	100 TEST ST MELBOURNE VIC 3000
Preferred GP	1234567F Change		
Date Registered	13/11/2024		
Date Withdrawn	No date added Add		
Initiated From	Medicare Online Account		
Initiated By	Parent/Guardian	Parent/Guardian Card Number	1234567891-1

At the bottom of the form, there is a 'MyMedicare Incentives' section with a 'New incentive' dropdown and an 'Add' button. Navigation buttons include 'Return to Patient List', 'Demographics', and 'Delete'.

Further information

MyMedicare Health Professional education resources are available [here](#), including details on how to withdraw a patient on page 24 of the eLearning [here](#).

For further support with MyMedicare, you can contact Practice Assist via (08) 6278 7900 or practiceassist@wapha.org.au.