Australian Government
Department of Health, Disability and Ageing

my medicare

MyMedicare Minute – 17

One key message. One minute to read.

Patient consent matters

Informed patient consent is an important part of MyMedicare and helps ensure patients, practices and providers have a shared understanding of the ongoing care relationship. Documented patient consent is required before a MyMedicare registration can be submitted and practices are responsible for ensuring registrations are accurate and supported by appropriate consent processes.

What practices need to know:

- Informed patient consent helps ensure patients understand and agree to their ongoing care relationship with their practice and preferred provider.
- Patients must provide consent before a MyMedicare registration is submitted on their behalf.
- Clear and consistent registration processes help practices submit accurate registrations and support a positive patient experience.
- Practices should retain appropriate records relating to patient registrations, including evidence of consent where relevant.
- Registrations should only be submitted where patient eligibility requirements have been met.
- Accurate registrations help ensure patients can access MyMedicare-linked initiatives and support the integrity of the program.

Why this is important

Accurate MyMedicare registration help ensure patients can access MyMedicare-linked initiatives and incentives and support continuity of care with their regular practice and provider. Maintaining appropriate registration records helps practices manage patient enquiries, support registration accuracy and demonstrative compliance with program requirements.

Resources

Further information on MyMedicare can be found here.