

# General Practice in Aged Care Incentive

A booklet for people living in residential aged care homes, their families, and carers.

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“Every person living in a residential aged care home has the right to receive safe, timely, high quality care.”

Final Report, Royal Commission into Aged Care Quality and Safety  
(Royal Commission)



# THE GENERAL PRACTICE IN AGED CARE INCENTIVE



- ✚ The General Practice in Aged Care Incentive will make it easier for your General Practitioner (GP) to see you in your residential aged care home to look after your health.
- ✚ During their visits, your GP may review your health needs, and plan and coordinate your care. Sometimes another health professional, such as a nurse who works with your GP, will visit you to help with your care.
- ✚ Everyone who participates in the General Practice in Aged Care Incentive must be registered with MyMedicare. This means you will need to register, and so will your GP and their practice. MyMedicare is different to Medicare and My Health Record, which you may have already signed up for.
- ✚ MyMedicare is a voluntary patient registration system that aims to formalise the relationship between patients, their general practice, GP, and primary care teams.
- ✚ Once your GP and their practice confirms your eligibility and registers you for the incentive, they commit to visiting you regularly in your aged care home to look after your health.

# WHAT ARE THE BENEFITS?



The General Practice in Aged Care Incentive means that your GP may:

- ▶ have the opportunity to really get to know you and your health needs better
- ▶ see you more regularly, not just when you are sick
- ▶ help keep you in good health, which might mean fewer hospital visits
- ▶ have more dedicated time to coordinate and review your care
- ▶ bring along other health professionals who can help you
- ▶ include your family or carers, if that is helpful to you.

The following are 2 illustrative examples of how someone may benefit from the incentive:



**Mavis** is an 89-year-old woman who has been living in an aged care home for several years. Mavis has several chronic health conditions, one of which is a serious respiratory disease. She is on 7 different medications, including medication for chronic pain. Mavis understands how her condition impacts on her ability to conduct day-to-day functions and is keen to stay well. She has some confidence in her own ability to manage her condition with the support of staff at her aged care home but recently has experienced frequent trips to hospital. Mavis would benefit from proactive, planned and continuous care provided by a GP who is participating in the incentive, to better manage her condition and help avoid unnecessary hospital visits.

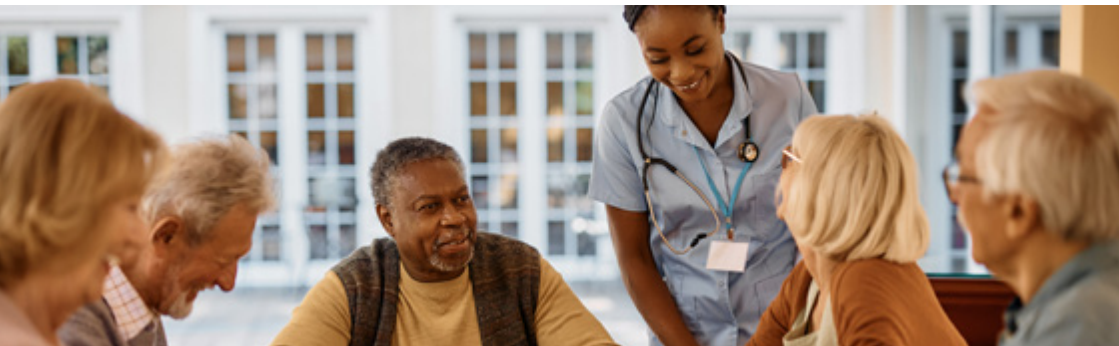
**Bernie** is an 86-year-old man who has had a stroke and is becoming more immobile and frail, and is at high risk of a fall. Due to this he has recently moved into an aged care home. His GP is no longer able to visit him in his new home, and Bernie will need to find a new GP. Bernie would benefit from support to find a GP who provides proactive and continuous care under the incentive, who can visit him regularly to review his health, and plan and coordinate his care.

# WHAT SERVICES CAN I EXPECT?



To be eligible to receive the General Practice in Aged Care Incentive your GP is required to deliver a range of services. The services you can expect to receive from your GP if they are participating in the General Practice in Aged Care Incentive are:

- + Your GP and care team visiting you at your aged care home **at least twice every 3 months** (at least 8 visits per year).
- + Seeing the **same GP or someone from the same practice** regularly, (for example, this could be a nurse or Aboriginal Health Worker) - this may mean better continuity of care.
- + Your GP visiting you (at least 2 visits per year) to **plan and review your care** or review your medication.
- + **Telehealth** is available in all areas, but it is eligible for the incentive only in some areas. Your GP can tell you what telehealth services you may receive.
- + If English is not your first language, your aged care home or GP can arrange for **an interpreter or your family members** to be present when your GP visits.



# AM I ELIGIBLE?



**It is up to your GP and practice to decide if they are participating in the General Practice in Aged Care Incentive and providing you care under this incentive. For your GP and practice to be able to receive the incentive payment you must:**

- ▶ Live permanently in an aged care home. There is no age requirement.
- ▶ Are registered in MyMedicare and have nominated a preferred GP.
- ▶ Have a preferred GP and their practice confirm your eligibility for the General Practice in Aged Care Incentive.

**+ You need to register with MyMedicare in order for your GP to receive the General Practice in Aged Care Incentive.**

+ Registering with MyMedicare is voluntary and free, it's your choice to join MyMedicare. However, it may be an important step to having a regular GP who can attend to your health care needs.

+ To make an informed decision about MyMedicare and your ongoing healthcare it's important to understand the alternatives. If you decide not to register with MyMedicare you may continue with your existing care arrangements or choose not to have a regular GP.

# WHAT DO I HAVE TO DO?



## Step 1: Choose your preferred GP and the practice they work in.

Your preferred GP might be:

- a GP you are already seeing at their practice
- a GP who is already visiting you in your aged care home
- someone new.

Your preferred GP and practice they work in must be registered with MyMedicare. They need to be registered before you can register.

Your preferred GP can work in any of these types of organisations:

- an accredited general practice
- an Aboriginal Community Controlled Health Service
- an Aboriginal Medical Service.
- as a mobile and outreach GP



## Step 2: Register for MyMedicare

Register for MyMedicare by completing a form, which you can get from:

- your GP or practice
- the MyMedicare website ([health.gov.au/our-work/mymedicare](http://health.gov.au/our-work/mymedicare))
- your Medicare online services (the Medicare Online Account or Express Plus Medicare mobile app).



When completing the form, you need to state the name of the practice or health service you wish to register with and your preferred GP's name.

If the person registering for MyMedicare is unable to consent, another responsible person, a person who holds power of attorney or a guardianship order, or the next of kin - can consent on their behalf.

Completing the 'About you' section of the form is optional. If you choose to complete it, the information will help the medical practice and the government to plan and improve your health care.

Your family or carers, or staff at your aged care home can help you to complete and submit the form.

## Step 3: Participate in the General Practice in Aged Care Incentive

Once you have registered with MyMedicare your practice will complete the process of registering you for the General Practice in Aged Care Incentive, if they choose to take part in the incentive.

Your GP and practice can then begin delivering eligible services and receiving incentive payments. You are not required to do any further steps for your GP and practice to receive the incentive.

# COMMON QUESTIONS



## What if I do not have a GP?

Your family and the aged care provider may be able to give you options. Your aged care home may have a list of doctors who visit the aged care home.

## What if I have a GP but they are not participating in this incentive?

Your GP and practice are not required to participate in the General Practice in Aged Care Incentive. You may continue to receive care from your usual GP, however, they will not receive the additional incentive funding.

You can also change your GP and practice at any time

## Where can I find more information on MyMedicare?

Information for patients on MyMedicare is available on the Department of Health and Aged Care website here: [health.gov.au/our-work/mymedicare/patients](https://health.gov.au/our-work/mymedicare/patients).

Some commonly asked questions and answers are also available here: [health.gov.au/resources/publications/mymedicare-for-patients-frequently-asked-questions](https://health.gov.au/resources/publications/mymedicare-for-patients-frequently-asked-questions).

## Will I be charged for the services I receive from my GP and practice under this incentive?

Charges for services are determined by your GP and their practice. You should check with them about their fees.

## Do I have to participate in the General Practice in Aged Care Incentive?

You can choose to withdraw from participation in the incentive at any time. You can do this in **one** of these ways:

- contact your GP or practice and let them know you wish to withdraw
- contact Services Australia and let them know you wish to withdraw ([servicesaustralia.gov.au/contact-us](https://servicesaustralia.gov.au/contact-us))
- use the Medicare Online Account or Express Plus Medicare mobile app to withdraw.



# MY RIGHTS



## Your rights include:

- + The right to be treated with dignity and respect
- + The right to have a say in your own health care
- + The right to safe, timely quality care
- + The right to have your identity, culture and diversity valued and supported
- + The right to choose to register for MyMedicare
- + The right to choose your preferred GP
- + The right to change your GP
- + The right to withdraw from MyMedicare and the General Practice in Aged Care Incentive at any time.



### **More information and support**

If you need help to understand the contents of this booklet or to complete the MyMedicare registration form, ask your GP, your family, carers or your aged care home.

### **Useful websites**

General Practice in Aged Care Incentive - [health.gov.au/our-work/gpaci](https://health.gov.au/our-work/gpaci)

MyMedicare - [health.gov.au/our-work/mymedicare](https://health.gov.au/our-work/mymedicare)

Australian Charter of Healthcare Rights - [safetyandquality.gov.au](https://safetyandquality.gov.au)

Charter of Aged Care Rights - [agedcarequality.gov.au](https://agedcarequality.gov.au)