

Example Patient / Practitioner Journey

Better Access example scenario incorporating 1 November 2025 changes



Patient has no prior mental health history, however, has had sustained low moods for 6 weeks and is not coping with the stress of day-to-day life. They need help.



The patient visits their MyMedicare registered practice or their usual medical practitioner to discuss their mental health needs.



The patient's GP undertakes an assessment and determines that the patient has a mental disorder. The GP prepares a Mental Health Treatment Plan (MHTP) and determines moderate intervention support is required so provides the patient with a referral into Better Access.

From 1 Nov 2025, the GP will continue to claim the relevant MHTP preparation MBS item in line with the existing process.



The patient undergoes an initial course of treatment with a clinical psychologist (maximum of six services) through Better Access. The clinical psychologist develops a report for the referring GP.

From 1 Nov 2025, the clinical psychologist will continue to claim the relevant MBS item in line with the existing process.



The patient returns to their GP to review their MHTP. If the patient requires additional mental health support through Better Access, they can be referred for an additional course of treatment (up to a maximum of 10 services annually).

Alternately, depending on the patient's individual support needs, the GP may refer the patient to other relevant services, including Medicare Mental Health Centres, Primary Health Networks or relevant digital supports.

From 1 Nov 2025, both MHTP Reviews and ongoing mental health consultations for the patient are claimed using GP timed-tiered professional (general) attendance items.

