



# Registering in MyMedicare – Factsheet for patients

As part of its ongoing commitment to strengthening Medicare for all Australians, the Australian Government has introduced MyMedicare, a voluntary patient registration model that aims to formalise the relationship between patients, their general practice, general practitioner (GP) and primary care teams.

Seeing your GP regularly and formalising the relationship you have with your GP and practice through MyMedicare can lead to better health outcomes.

Registering as a patient of your regular general practice and selecting a preferred GP, assists your primary care team deliver the care you need. You will have access to longer funded telehealth consultations and for children under 16 and Commonwealth concession card holders, the triple billing rate has been applied to longer telehealth consultations. This improves access to these services.

Longer telehealth consultations may be particularly beneficial for people seeking assistance with their mental health, people with a disability, older Australians and people in rural or remote Australia.

## Check that you're eligible to register

You're eligible to register for MyMedicare if you have:

- a valid Medicare card or Department of Veterans' Affairs (DVA) Veteran Card, and;
- had 2 face-to-face appointments with your selected practice in the previous 24 months or one face-to-face visit for practices in remote locations.

People who are facing hardship will be exempt from all eligibility requirements. This includes people experiencing domestic and family violence and homelessness.

Parents/guardians and children can be registered at the same practice, if either one is eligible and registered. A parent/guardian must register a child under 14 years and provide consent on their behalf, and this registration will need to be completed at the practice. Young people aged 14 to 17 years can register and provide consent without a parent/guardian.

## How to register for MyMedicare

Patients can register with MyMedicare their regular general practice and select their preferred GP.



Patients can register with:

- an accredited general practice;
- an Aboriginal Community Controlled Health Service;
- an Aboriginal Medical Service;
- a nurse practitioner-led practice with a GP; or
- other non-traditional practices (who meet the healthcare provider registration and eligibility criteria).

Your chosen practice must be registered in MyMedicare before you can commence your own patient registration. Also, check that you are not already registered with MyMedicare at another practice. MyMedicare registration is displayed on your My Health Record.

There are a number of ways you can register with your chosen practice in MyMedicare:

- Start the registration process in your Medicare Online Account through the myGov app. Check that your practice is registered in MyMedicare before you start. Practice staff will then accept the registration in the MyMedicare system.
- Your practice may start the registration in the MyMedicare system, or you can ask them to do this for you. This will trigger a registration in your Medicare Online Account, which you can then complete through your myGov app.
- Fill out a registration form at your practice. By signing the form, you are giving your consent to participate in MyMedicare with that practice. Practice staff will then complete the registration in the MyMedicare system.

A registration in MyMedicare is only successful when both the patient and practice have provided consent to formalise their relationship through one of the processes noted above.

## **How to register if you're a DVA Veteran Card holder**

If you hold both a DVA Veteran Card and a Medicare card, you can register in MyMedicare with either. Patients can only be registered with one practice at any time. The registration will apply to any relevant Medicare and/or DVA-funded service, regardless of which card has been used to register.

If you choose to register in MyMedicare with a DVA Veteran Card, you'll need to complete a registration form in your chosen practice. Registration via Medicare online services can only be completed using a Medicare card.

## **How to register if you live in a Residential Aged Care Home**

If you live in a Residential Aged Care Home, you can register for MyMedicare by completing a registration form provided by your GP or online through your Medicare online services



through the myGov app. You won't need to physically attend a practice for the purpose of completing your registration.

## Changing your chosen practice or GP

Once you have registered with your selected general practice in MyMedicare and chosen your preferred GP, you are able to change or update your registration:

- If you would like to change your preferred GP at your registered practice, practice staff can link you to your new preferred GP with your consent.
- If your preferred GP moves to a new practice, you can change your registration details to follow them, as long as the practice is registered with MyMedicare. You will not need to meet any eligibility requirements at the new practice as your existing relationship with your GP will be recognised.
- If you would like to move to a different practice, you can register once you meet the eligibility requirements including minimum number of visits. Your new practice must also be registered in MyMedicare.

## MyMedicare and the My Health Record

MyMedicare is a voluntary patient registration system that records your details and the details of your chosen primary care team. MyMedicare cannot hold any of your clinical health information. Your clinical information will continue to be available at your practice or in your My Health Record, if you have one.

My Health Record provides patients and their healthcare providers with access to vital health information at the point of care, including in an emergency. This can include shared health summaries, current medicines and prescriptions, immunisation history, hospital discharge information and Medicare, DVA and Pharmaceutical Benefits Scheme history.

If you participate in My Health Record, your chosen MyMedicare practice and preferred GP will appear on your My Health Record. This will ensure that all health professionals you see (including at a public hospital) will know who to talk to about your regular care. If you do not wish your MyMedicare registration to appear on your My Health Record, you can choose this option in your My Health Record.

## MyMedicare and your privacy

The personal information you provide when registering in MyMedicare will be kept secure and your privacy will be maintained.

The MyMedicare Privacy Notice explains how Australian Government agencies will manage personal information consistent with the Privacy Act and how information about MyMedicare



program participants will be collected, used and disclosed. Read the MyMedicare Privacy Notice at [health.gov.au/mymedicare-privacy](http://health.gov.au/mymedicare-privacy).

Talk to your regular general practice or GP about registering in MyMedicare, or find out more at [health.gov.au/mymedicare](http://health.gov.au/mymedicare)