



MyMedicare – Registration pathways to support people experiencing incapacity who need assistance

This document is intended to assist staff and practitioners in general practices and Residential Aged Care Homes (RACHs) to provide advice and support for patients who may need some assistance when registering for MyMedicare.

What is MyMedicare?

MyMedicare is a free voluntary patient registration program that enables patients to formally register with their practice and nominate a preferred GP for their ongoing care. When a patient registers in MyMedicare, it lets the person's practice or health clinic staff know they have been nominated to provide care for that patient.

It also allows patients to access additional Medicare benefits. In all cases, the patient or their authorised representative may choose not to register or may opt out of MyMedicare at any time.

Where a patient is experiencing some level of incapacity or if they need assistance, several MyMedicare registration pathways are available to them.

Different ways to register:

Paper Form

MyMedicare registration can occur using printed paper forms. These must be signed by the patient. A copy of the registration form is available at this link: [MyMedicare Registration form](#).

Signing the paper form is the easiest way to register for most patients.

Paper Form – Verbal Consent

Where a patient is physically unable to sign the registration form, but they retain decision-making capacity, they may give their verbal consent to be registered. While the method of registration is the same, verbal consent may be obtained by practice staff.

In these cases, the practice must include a note with the registration form explaining the situation and clearly documenting that they have completed the form on behalf of the patient. For example, '*patient unable to sign due to [condition] and verbally agreed*'. This requirement is consistent with existing [MBS legal billing arrangements](#).

Paper Form – Authorised Representative

For patients 14 years or older who may lack the capacity to make decisions for themselves, consent for MyMedicare registration can be provided by an individual who is authorised to act on the patient's behalf. This must be noted on the [MyMedicare Registration form](#).



For example, if a patient is cognitively incapacitated and unable to provide consent, another person can act on behalf of the patient where they hold one of the following legal authorisations to do so:

- if they hold a legal [Power of Attorney \(POA\)](#) for the patient
- a court or tribunal has appointed them as the patient's guardian and administrator
- Medicare has accepted the person as the patient's [authorised representative](#).
- if they are the patient's authorised third party.

Use of a legal Power of Attorney or authorised representative must be supported by evidence. This is best suited for patients that have limited cognitive capacity such as dementia or brain trauma.

Self-Registration via Medicare Online Account

Patient initiated

Patients that are digitally literate and able, but cannot sign the paper form, can initiate their own registration via the Medicare Online Account (MOA). [Registration for MyMedicare](#) can occur via the [Medicare Online Account](#).

Patients will need to check that their practice is registered with MyMedicare. Once the patient's registration is submitted, practice staff will need to complete the registration process by accepting the patient's registration in the MyMedicare system.

Practice initiated

Alternatively, a practice can initiate the patient's registration with MyMedicare. The patient can then respond via [Medicare Online Account](#) via their myGov app.

Self-registration via the MOA method is best suited where a patient has physical restraints on signing, but where they may have assistive technology that enables them to register at home or from a portable device.

Registration with assistance of a support person

Where a patient has the capacity to provide informed consent, but needs assistance to understand, then they may be supported by a support person.

A support person can be a trusted family member or friend of the patient's choosing. This person can attend with the patient during a consultation at home, at a RACH or at a general practice location and can assist the patient to understand information and communicate their wishes, for example what MyMedicare registration means.

Registering with the assistance of a support person is appropriate where the patient retains decision-making capacity but requires assistance due to physical or communication barriers. Examples can include a language barrier or where the person requests support to understand or to communicate their wishes. A person or care provider can register as a support person under www.myagedcare.gov.au/registering-supporter.

Contact

For further information about MyMedicare registration pathways please refer to [Resources for MyMedicare general practices and healthcare providers](#) or email MyMedicare@health.gov.au.

Pathways to support registration – Fact Sheet

