



Australian Government

**my** **medicare**

# 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.

By registering as a patient of your regular general practice and selecting a preferred GP, additional funding will be available from the government to assist your primary care team deliver the care you need. This funding will enable your general practice or GP to provide you with longer funded telehealth consultations and bulk billed longer telehealth consultations for children under 16 and Commonwealth concession card holders at the new triple billing rate.

Longer funded telehealth consultations may be particularly beneficial for people seeking assistance with their mental health, people with 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 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

From 1 October 2023, patients can register with their regular general practice and select their preferred GP in MyMedicare.

#### Patients can register with:

an accredited general practice;

an Aboriginal Community Controlled Health Service;

an Aboriginal Medical Service; and

a nurse practitioner-led practice with a GP.

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.

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

**Start the registration process in your Medicare Online Account or Express Plus Medicare Mobile 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 MyMedicare or you can ask them to do this.** This will trigger a registration in your Medicare Online Account or Express Plus Medicare Mobile app, which you can then complete.

**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'll be able to register for MyMedicare by completing a registration form provided by your GP or online through your Medicare online services. 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:

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**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.

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**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.

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**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 can not hold any of your clinical health information. Your clinical information will continue to be available 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.

As part of your MyMedicare registration, your chosen practice and GP will appear on your My Health Record to ensure all health professionals you see – for example, 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 can 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](https://health.gov.au/mymedicare-privacy).



Scan this QR code  
for registration  
information

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