

Reception Script

Our practice has chosen to not be registered for MyMedicare at this stage. This does not impact the quality of care that we will continue to provide for you. In this early phase of MyMedicare, there are only minimal changes that have been rolled out, and we are waiting for more information from the Department of Health and Aged Care to see what ongoing changes will come. We will be able to provide updates as they are released to our practice.

Key Messages

- MyMedicare registration is voluntary and not a compulsory process to continue to access quality care from this practice.
- You can still be a patient at this practice without being registered.
- We are not able to provide longer phone or video (telehealth) consultations that are funded by Medicare. Our current processes remain in place for access to phone or video (telehealth) consultations.
- If you are registered at another practice, you are still able to book appointments at this practice. The longer phone or video (telehealth) consultations will only be able to be accessed from the practice you are registered with.

Patient FAQ

- **Do I have to pay to register with a GP?**
 - No, registration is voluntary and free.
- **Can I still see a GP at a different practice to the one I have registered with?**
 - Yes, you can continue to see other GPs and health professionals at other practices.
- **If I register with a GP, will I be bulk-billed?**
 - If you are aged under 16, a pension or concession card holder - you may be eligible to be bulk-billed for longer telehealth consultations. This would be dependent on the local practice billing structure.
 - Face-to-face appointments will be charged in accordance with the usual billing arrangements.
- **Do I have to see a Practice Nurse if I would prefer to see my GP?**
 - No, you will always be able to make an appointment to see your GP (or another GP) at your registered practice.
- **If my nominated GP moves to another practice, what happens?**
 - You can nominate another GP in your registered practice, or you can register with your nominated GP at their new practice (without having to meet any new eligibility requirements).
- **Where will my registered practice and nominated GP be recorded?**
 - Practice registration and GP nomination will be recorded on the registered general practice software and in your My Health Record, unless you choose not to display this.
- **Can I change my nominated GP or registered practice?**
 - You can change your preferred GP within your registered practice at any time. You can register with a new practice once you meet the eligibility requirements and if that practice is registered in MyMedicare. Both you and the practice need to provide consent for your registration to be complete.