

MyMedicare Practice Team Discussion

Purpose of this Activity

This activity supports your practice to:

1. Understand how MyMedicare is evolving, and the current and future benefits.
2. Develop a shared practice team perspective of how MyMedicare aligns with your practice's approach to patient care.
3. Develop key messages, benefits and talking points that your practice team can use to consistently communicate to patients about Chronic Conditions Management and MyMedicare.
4. Develop a plan for targeting patient populations using different communication mediums and channels to increase MyMedicare registration for regular patients of your practice.

How to use this slide pack

How you use this pack is up to you! There is no need to complete all activities or use all the slides. You may choose to:

- Work through each activity as a whole practice team, or in a practice team meeting.
- Complete activities independently, or with business and clinical leaders in your practice.
- Focus just on those on activities or slides immediately useful relevant to your practice and adapt those to suit your needs.



1) MyMedicare current and future benefits



MyMedicare – current and future benefits

MyMedicare registration strengthens general practice, creating a system that formalises the relationship between practices and patients to enhance continuity of care with the wider practice team.

MyMedicare aims to ensure greater continuity of care and improve health outcomes by formalising the relationship between patients, their general practice, general practitioner (GP) and primary care teams.

The value of MyMedicare registration will evolve and increase over time, as MyMedicare is incorporated into a range of general practice incentives and Medicare Benefits Schedule items (see MyMedicare Timeline on Slide 4).

Early planning and considered change management with your practice is essential to:

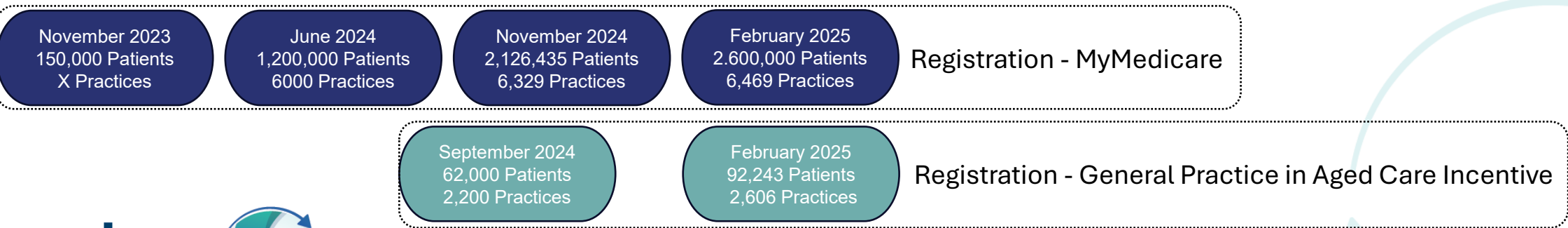
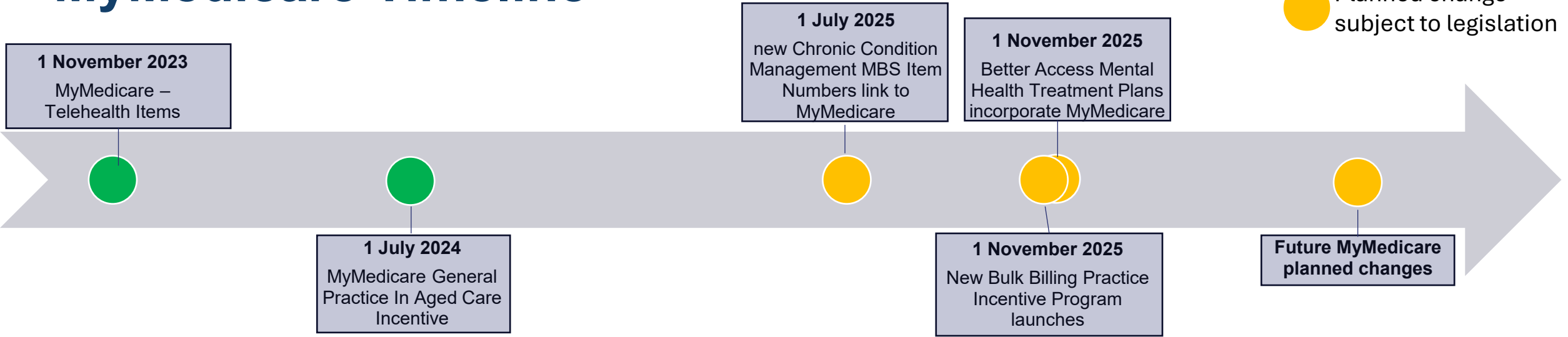
- allow time for your team to explore impacts on the practice and each team member's role,
- strengthen your processes and systems
- Update your business and care models and policies
- support your team to consistently and effectively communicate with patients.

General Practices will be the primary communication channel for consumers in relation to MyMedicare and associated changes (refer to MyMedicare timeline on Slide 3). Each change will require engagement with patients and increase MyMedicare enquiries and registration by patients.



MyMedicare Timeline

- Existing
- Planned change subject to legislation



2) Exploring how MyMedicare aligns with your practice



MyMedicare Practice Team Discussion

Activity 3.1 – Discuss the following questions with your practice team

How do MyMedicare changes align with your practice strategy, business plan and values?

What opportunities does MyMedicare provide that can benefit your practice, your staff and you? How could you amplify these?

What opportunities or benefits does MyMedicare provide to your patients? How could you amplify these?

What are some of the concerns you have about the changes and their impact on your practice? How can you mitigate or manage these?



ACTION! Document/Summarise on slide 7

- Main themes from the discussion
- Questions arising for follow up/investigation
- Actions agreed or arising from the discussion
- Use this information to update/inform the action plan on slide 15
- Consider using this information to develop a practice staff room poster outlining the benefits of MyMedicare for your practice team from your practice perspective



MyMedicare Practice Perspective

Practice name:

Practice Benefits & Opportunities

Patient Benefits & Opportunities

Issues/risks and management or mitigation options

Actions and Questions

Benefits

- Benefit 1

Opportunity

- Opportunity 1

Benefits

- Benefit 1

Opportunity

- Opportunity 1

Issues or concerns

- Issue 1

Management or mitigation options

- Option 1

Questions

- Question 1

Actions

- Action 1

3) MyMedicare Communications

Key messages and talking points for your practice team



Your Practice and MyMedicare



Activity 3.2 – Discuss the following questions with your practice team

These questions may help your general practice team to develop some key messages for your patients about MyMedicare Registration. Refer to the Talking Points/script on slides 10 – 11 to inform your discussion, videos are also available on slide 13.

Questions for discussion:

MyMedicare registration allows a patient to nominate or choose the practice location they want to attend as their usual general practice for ongoing care.

- *Why should/would a patient choose your practice location as their primary practice for ongoing care? (If your practice has more than one location, ensure you consider how you will register and bill patients, as patient registration is generally for one location only. Note - Aboriginal Medical Services may operate as a Hub and Spoke – refer to the [MyMedicare Guidelines](#))*
- *How does your practice plan, organise and deliver care that it is proactive, comprehensive and ongoing? (Rather than episodic care)?*
 - *What would you like to highlight as your strengths in this regard for your patients?*
 - *Are there any improvements or changes you would like to make to enhance this?*
- *Are there any services that your practice specialise in that you would like to emphasise for patients to help them make a choice about if your practice is the right practice to partner with for ongoing care?*
- *Are there any patient groups that you would like to prioritise for MyMedicare registration? Discuss which groups and why.*



ACTION! Document/Summarise

- Use this information:
 - Update the talking points on slide 12 to suit your practice and provide copies of these to your practice team.
 - To develop a practice waiting room poster/s outlining the benefits of MyMedicare registration *specific to your practice*. You may want to include a photo of your team, one of your staff, and a quote or statement. For example:
 - “Register with our practice for MyMedicare if we are your preferred practice. This helps us to plan and put in place processes to work with you to manage your care into the future as your health care needs change”
 - “Patients registered with MyMedicare at our practice benefit from ongoing, comprehensive care. Services we offer include....(add a summary of your practice’s ongoing /comprehensive care services for patients here)



Practice Resource – MyMedicare Talking Points

What is MyMedicare

MyMedicare aims to ensure greater continuity of care and improve health outcomes by formalising the relationship between patients, their general practice, general practitioner (GP) and primary care teams.

Choosing your MyMedicare General Practice

Patients can only register for MyMedicare at one general practice location. The practice they are registered with can be changed whenever they choose. When choosing which is the right practice to register for MyMedicare with, consider selecting...

- The practice I attend most of the time, for most of my health care needs
- The practice I wish to manage ongoing health care for me and my family
- The practice that I attend for my long-term care needs, such as:
 - Chronic Disease Management care and care plans
 - Mental Health Treatment care and care plans
 - Regular health checks
- Practice I have good access to, and a good relationship with

When you register with a practice for MyMedicare, you can still access care at other general practices, and other health providers. You can change your MyMedicare practice anytime.

Ongoing, coordinated and comprehensive primary care

Registering for MyMedicare with a practice aims to establish an ongoing relationship between you and your general practice team. Ongoing care from a dedicated general practice that works with you to understand your personal health journey, family history, health goals and health conditions can improve your health outcomes and meet your health needs as they change over your life. This may include understanding and monitoring your general health, communicating with you about appointments and following up on tests, prescribing and reviewing your medications, coordinating and referring to other medical providers and specialists.



Why should a patient register at your general practice for MyMedicare?

‘Describe your practice values and purpose for patients here’

Our practice team is dedicated to delivering the highest standards of primary care.

‘insert roles and people, and the role they each play at your practice to deliver care’

Our team of health professionals have a variety of special interests and expertise to meet your needs such as... *‘insert information here’*

We are committed to ensuring our MyMedicare registered patients can access care when they need it. *‘describe how your practice can support patients to get urgent appointments, and how you manage after hours care’*

Describe your billing arrangements here

Mutual commitments between our practice and MyMedicare patients

To ensure we can deliver the highest standards of care for MyMedicare patients, please work with us to:

- Attend your care appointments on time
- Provide us with 24 hours notice if you cannot make an appointment
- Regularly attend our practice for routine care, follow up, review appointments, chronic disease management plans
- Inform us if you have recently visited the emergency department, been discharged from hospital, have had any surgery, or had ambulance care
- Inform us if your health conditions have changed, you have changed medications or stopped taking a medication, have been injured, or are experiencing new health problems
- Understand your health, ask questions, feel free to take notes, document your health questions and symptoms, and let us know if you are worried or unsure
- *Insert other requests you wish to communicate to patients to support ongoing care at your practice*

Frequently Asked Questions

- Is MyMedicare the same as Medicare?
- Is MyMedicare the same as My Health Record?

MyMedicare Script for practice staff

Here is a possible script you may want to use with patients to help them decide if they would like to make your general practice their MyMedicare practice. Review these and decide which ones are right for your practice, and adapt or change them to help your team have conversations about MyMedicare Registration with patients.

Step 1 – Explain MyMedicare and explore if your practice is the right practice for the patient to register with.

- *MyMedicare is a voluntary registration that allows you as a patient to nominate or choose the practice they want to attend as their main general practice for ongoing care.*
 - *Would you say that our general practice is the practice you wish to visit for most of your health care needs into the future?*
- OR
- *Is our practice your main general practice you wish to attend for most of your ongoing health care needs, or is there another practice you prefer to visit regularly for most of your health care?*
- OR
- *Have you already registered for MyMedicare with the practice you wish to work with you to manage most of you ongoing healthcare needs into the future?*

Step 2 – Explain why they should register with your practice, or explain how you will communicate and coordinate with their preferred general practice

- *If the patient identifies you as their main practice: You might like to register with our practice for MyMedicare so we know that we are your preferred practice. Knowing this helps us to plan and put in place processes to work with you to manage your care into the future as your health care needs change.*
- *If the patient identifies that you are not their main practice:*
 - *That's ok, would you mind letting us know who your usual practice is, so that we can communicate with them to better coordinate your care with them? Do I have your permission/consent to communicate with them as required to manage your care? You might like to register for MyMedicare with them.*
 - *That's ok, can I ask why you chose to book an appointment with us instead of your usual general practice today?*
 - *That's ok, if you ever decide you'd like to make our practice your preferred practice for ongoing care, please let us know, and register us as your MyMedicare Practice.*

Step 3 – Explain how to register for MyMedicare

- *If you would like to register for MyMedicare you can do this through [Medicare Online](#), or the [Express Plus Medicare Mobile app](#).*
- *[Here are some instructions you can follow](#). If you run into any issues, we can provide you with a paper form to complete, just return this form to us and our reception team can lodge your registration with our practice*



4) Develop a communications action plan

Identify mediums or channels and target groups for your practice



MyMedicare Communications

Activity 3.3 – Discuss and decide how you will communicate and who will be your main target groups of patients



ACTION!

Use the Communications Action Plan on slide 16 as a template to document the action plan for your practice. Document a summary of the benefits from your discussion from Activity 3.1 in the ‘*Why improve this area of focus*’ section.

Decide which of the following communication approaches you will use, and decide which patient groups you will target and document these in the ‘*QI Ideas “What” of the action plan*’ section.

Document additional and specific approach using the PDSA template on slide 17.

Ideas for targeting patients:

- Engage patients to encourage registration as they present to the practice or attend appointments
- Engage patients that qualify for MyMedicare (e.g. have attended the practice twice in 24 months)
- Engage patients that attend the practice for ongoing care management (e.g. Chronic Disease Management Plans, Mental Health Treatment Plans, Health Assessments and Health Checks)

How will you communicate about MyMedicare to your patients?

- Patient waiting room [posters or flyers](#) or at reception check in
- Promotion through our [website or facebook page](#)
- Searches and tags on patient records for action when they present or contact the practice
- Encourage patients to register through [Medicare Online Account or Express Plus Medicare Mobile app](#)
- Nurse or doctor led conversations during appointments
- SMS or email campaign
- [MyMedicare patient forms](#) offered to patients (note- paper forms need to be submitted through PRODA. Be aware of the additional staff time required to complete this task)



Communications Action Plan

Practice name:

QI focus area

Why improve this focus areas?

QI ideas “What” of the action plan

Resources

MyMedicare Patient Registration

Goal: To increase patient registration for MyMedicare for our General Practice

What are the benefits of undertaking activities in this area?

- *Opportunity to formalise, establish or enhance our relationship for ongoing coordinated care with patients*
- *To prepare for [Chronic Conditions Management \(CCM\) MBS item changes](#)*
- *To prepare for changes to [Better Access Mental Health Treatment Plans](#)*

What ideas can we explore?

Ideas for targeting patients:

- Engage patients to encourage registration as they present to the practice or attend appointments (using talking points/scripts)
- Engage patients that qualify for MyMedicare (e.g. have attended the practice twice in 24 months)
- Engage patients that attend the practice for ongoing care management (e.g. Chronic Disease Management Plans, Mental Health Treatment Plans, Health Assessments and Health Checks)

Communication approaches/ideas

- Patient waiting room and reception [posters or flyers](#) (use existing or design your own)
- Promotion through our [website or facebook page](#)
- Search and tag patient records for action when they present or contact the practice
- Encourage patients to register through [Medicare Online Account or Express Plus Medicare Mobile app](#)
- Nurse or doctor conversations at appointments. Monitor reminder cards, display information in clinic rooms.
- SMS or email campaign
- [MyMedicare patient forms](#) offered to patients (note- paper forms submitted through PRODA require additional staff time required to process)
- Practice staff room poster documenting your practices unique MyMedicare value or key messages

Clinic resources

- [MyMedicare GP Toolkit](#) (includes posters, social tiles, flyers, etc)
- [MyMedicare Videos](#)
- [Introducing MyMedicare – Fact sheet](#)
- [Registering in MyMedicare – Fact sheet](#)
- [MyMedicare practice registration – Frequently asked questions](#)
- [Registering patients with MyMedicare – Systems overview for practices and providers](#)
- [MyMedicare Program Guidelines](#)
- [About MyMedicare for health professionals](#)

Plan-Do-Study-Act Template

Practice name:

Idea	Plan		Do	Study	Act
#	Plan the test	Prediction	Do the test on small scale	Analyse the results	Make a plan for next step
	How will we run this test? Who will do it and when? What will we measure?	Prediction or hypothesis on what will happen.	Was the plan completed? Yes or No. Collect data. Consider what worked well and why? Document any unexpected observations, events or problems.	Analyse results, compare them to predictions, and reflect on what you learned.	Based on your learnings from the test, what will you do next (e.g., adopt, adapt or abandon)? How does this inform the plan for your next PDSA?
Change idea 1.1	Specify				
	Keep adding rows and cycles as needed.				
Change idea 1.2	Introduce a new change idea is required.				
	Keep adding rows and cycles as needed.				
Summary of Results					

Your local PHN contact details

COORDINARE – South Eastern NSW PHN

Visit [COORDINARE's website](#) for more information about MyMedicare and Chronic Condition Management updates.

If you need additional support, or have any questions, please contact your local COORDINARE [Health Coordination Consultant](#) or call **1300 069 002**.

