# MyMedicare Script for Practice Staff

**Supporting practices to inform MyMedicare with patients, please see potential script for your staff to assist with consenting patients with MyMedicare registration.**
**Several options are available for your review and encourage you to adapt or change them to best suit your practice and support your team's conversations about MyMedicare.**

## Step 1 – Explain the MyMedicare concept 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?*

## Step 2 – Identify the benefits and why they should register with your practice. If preferring elsewhere, 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 confirm 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? Thanks for sharing, this will assist in our service delivery. We appreciate patients may attend several practices depending on needs.*
  - *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 the MyMedicare process

- *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.*