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An Australian Government Initiative

Gold Coast Primary Health Network

Nurse Networking Night | Tuesday 13 February

Acknowledgement to Country

Artist: NARELLE URQUHART, WIRADJURI WOMAN

Gold Coast Primary Health Network would like to acknowledge and pay respect to the land and the traditional practices of the families of the Yugambeh Language Region of South East Queensland and their Elders past, present and emerging.

Primary Health Care Nurses Day

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Wednesday 7 February marked the first Primary Health Care Nurses Day, celebrating the amazing work of nurses outside of the hospital setting, in general practice, aged care, community, custodial, schools and a range of other primary health care settings.

Gold Coast Primary Health Network extends heartfelt gratitude to all Gold Coast primary health care nurses for their unwavering dedication and invaluable contribution to the health and wellbeing of our community.

Nurses in General Practice on the Gold Coast

Gold Coast general practice workforce

Table 1. Composition of general practice workforce in the GCPHN region, as at 11 October 2023

General practice workforce	Change from 15 November 2022
General practitioners (n=857)	Increase by 8
Nursing staff (n=445)	Increase by 21
Allied health staff (n=118)	Decrease by 11
Practice managers (n=133)	Decrease by 11
Registrars (n=85)	Decrease by 15
Total (n=1,638)[1]	Decrease by 8

Source: GCPHN Client Relationship Management System

As at 11 October 2023, the total number of health practitioners and practice managers working in general practices was 1,638.

Nurses in General Practice on the Gold Coast

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Number of nurses in general practice

Table 4. Number of general practices within the GCPHN region with one or more nurses, as at 11 October 2023

Gold Coast SA3 regions	Number of general practices	Number of nurses	Average number of nurses per general practice	Number of nurses per 1,000 people
GCPHN region	210	445	2.1	0.7
Broadbeach-Burleigh	29	66	2.3	1.0
Coolangatta	20	47	2.4	0.8
Gold Coast-North	22	50	2.3	0.7
Gold Coast Hinterland	6	19	3.2	0.9
Mudgeeraba-Tallebudgera	7	16	2.3	0.4
Nerang	15	34	2.3	0.5
Ormeau-Oxenford	41	96	2.3	0.6
Robina	23	48	2.1	0.9
Southport	28	59	2.1	0.9
Surfers Paradise	19	32	1.7	0.7

Source: GCPHN Client Relationship Management System. Note: this includes nurses that work at multiple practices.

The average number of nurses per practice was 2.1 (or 0.7 per 1,000 people).

General Practice Focus Groups

Engagement and Satisfaction

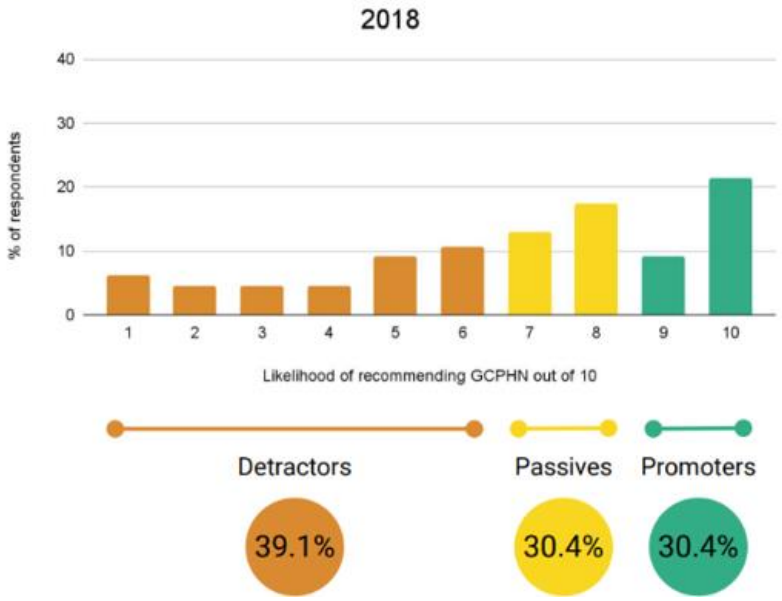
Insight 2.1 - Practice satisfaction with GCPHN has improved substantially since 2018, which is attributable to the PHN's pandemic response and increased responsiveness to practice needs (cont.)

Results

Net Promoter Score (NPS) improvements from 2018 to 2023*

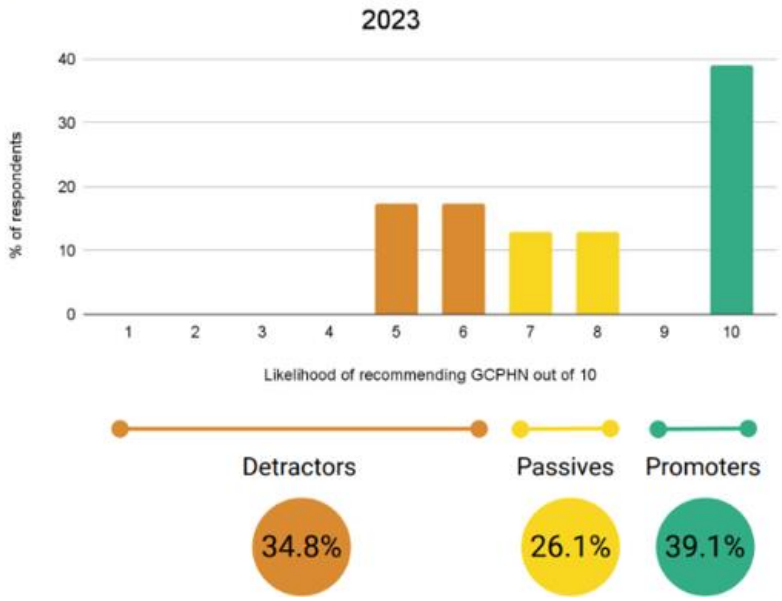
2018 NPS: **-8.7**

N=46

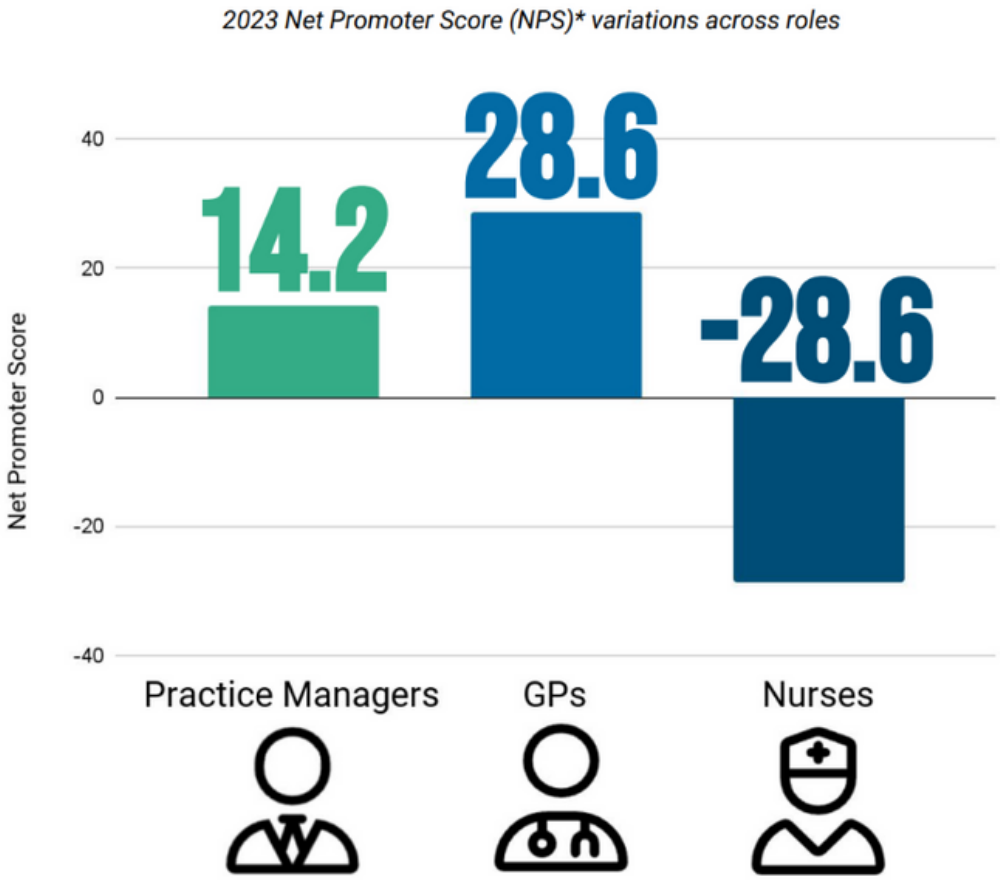


2023 NPS: **+4.3**

N=23



Results


2023 Net Promoter Score (NPS)* variations across roles
Net Promoter Score
40
20
0
-20
-40
14.2
28.6
-28.6
Practice Managers
GPs
Nurses

The Good

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"When I have called them, the contact has been great...they're lovely on the phone, very helpful" - Lead Nurse

"PPE...updating the vaccine schedule...COVID-19 updates, they were really good when COVID-19 was around" - Nurse

"They're very easy to contact...I just call and speak to whoever answers" - Lead Nurse

Room for Improvement

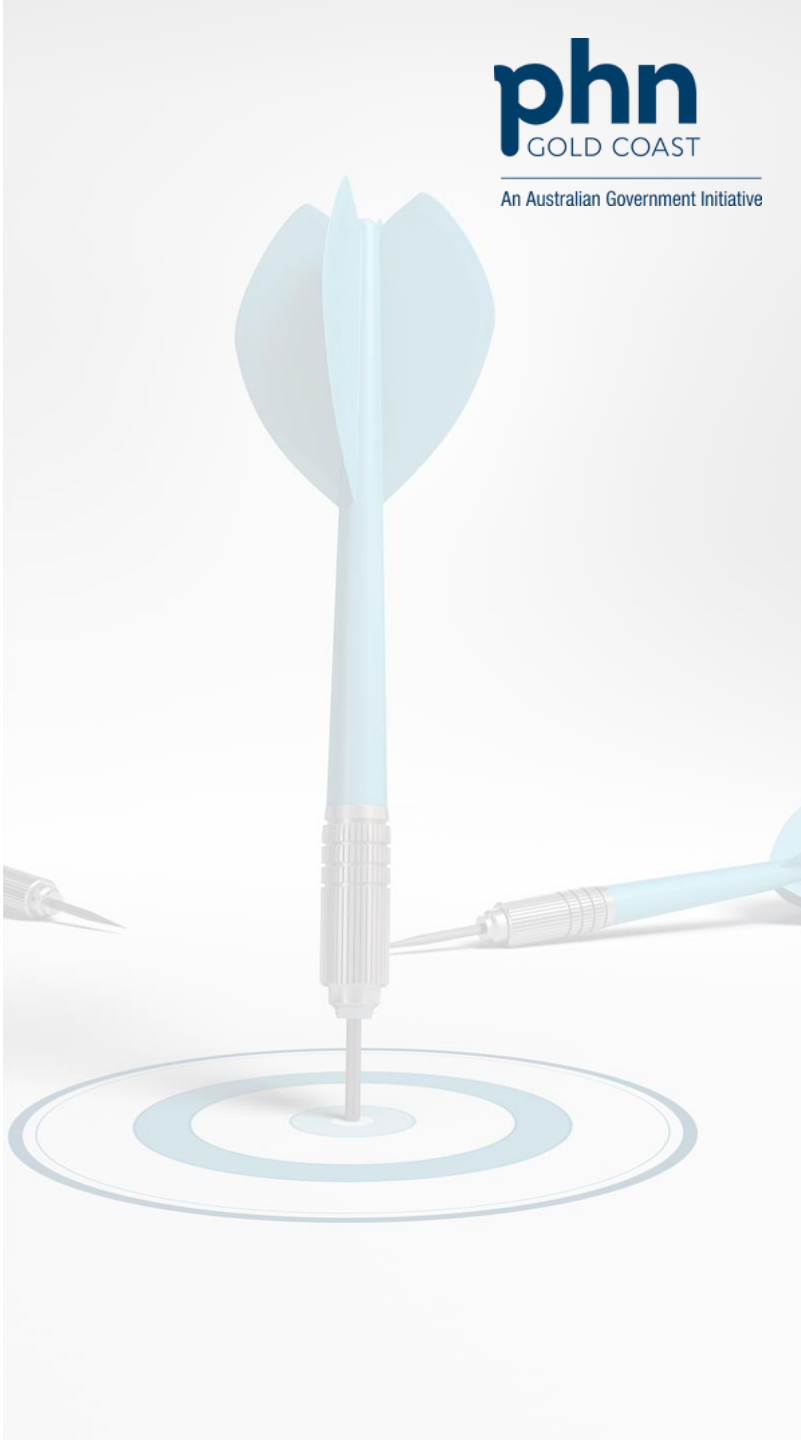
Nurses are less satisfied with the PHN regular newsletters

"There's not enough attention brought to the courses and skills that nurses in particular can get from the PHN" - Nurse

"Some of them are important and some of them are not so I end up just not reading any of them" - Nurse

"Very minimal [interaction]... I shouldn't even be here!" - Nurse

"I haven't had much to do with them" - Lead Nurse



PRACTICE NURSE

Networking Evening

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- Regular event
- Speakers and topics determined by local practice nurses
- Seek practice nurse feedback
- GCPHN updates, tailored for practice nurses
- Networking opportunity

How to Access GCPHN Support

Dedicated GCPHN Engagement and Digital Health team members allocated across all practices:
Northern – Carolyne Gillies, Central – Deb Barnes and Southern – Bec Norris.

01 GP and Practice News

02 Practice Nurse E-Mail networks

03 My Health Record education and training

04 Voluntary Patient Registration Quality Improvement Toolkit

05 Support for MyMedicare e.g. PRODA, HPOS and Organisation Register

To find out who is your dedicated team member or for any other enquiries please contact Practice Support: practicesupport@gcphn.com.au or 07 5612 5408

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MyMedicare Benefits and Registrations Requirements

Tonight's Agenda - MyMedicare

- What is it and where are we are?
- Patient Eligibility & Exemptions
- Patient Benefits
- Digital Assets
- Practice staff roles and responsibilities
- Managing Registrations
- HPOS // MyMedicare Delegations
- Key Resources

MyMedicare – What is it?

A voluntary patient registration model aimed at **formalising the relationship** between Practices, GPs, and patients. *Additional funding becomes available to healthcare providers enabling them to deliver the care their patients need.*

MyMedicare patients will have access to:

- **Access to longer Medicare funded telehealth**
- **Connections to more appropriate care**
- **More regular GP visits**

MyMedicare – Eligibility & Exemptions

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Eligibility

- 2 visits within the last 24 months
- 1 visit in rural areas (exemptions available)

*Patients can transfer their registration at any time.

*Patients and practices can withdraw registration at any time.

Exemptions

- Child under 18 registered at the same practice
- Patient registered at preferred GP's previous practice.
- Parent/guardian registered at the same practice.
- Patient experiencing family and domestic violence.
- Patient experiencing homelessness

MyMedicare – Patient Benefits

MyMedicare – Benefits

Registering in MyMedicare helps strengthen the relationship with your GP and practice, which leads to better care.

By registering as a patient, additional funding becomes available to your healthcare provider to deliver the care you need.

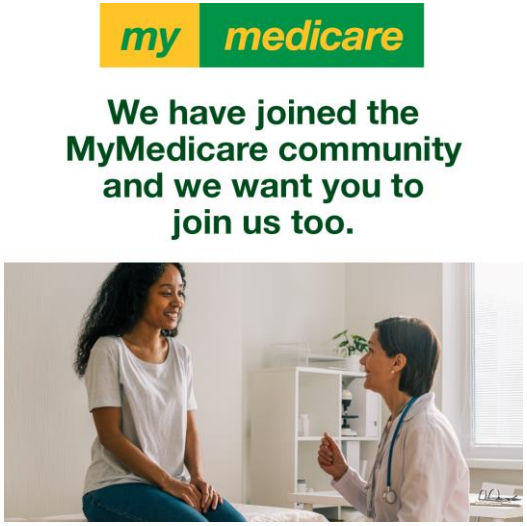
MyMedicare patients will have access to:

- longer MBS-funded telephone calls with your usual general practice, and
- the triple bulk billing incentive for longer MBS telehealth consultations for children under 16 and Commonwealth concession card holders from 1 November 2023.
- Other benefits for patients include:
  - for people living in a residential aged care home, more regular visits from their GP and better care planning, from August 2024
  - for people with chronic disease who visit hospital frequently, connections to more appropriate care in general practice, from mid-2024.

my medicare

MyMedicare is here!

MyMedicare – Assets



“Registering in MyMedicare will tell your general practice that you see them as your regular care team and this will help them to provide you with better care. You’ll be able to access longer telephone telehealth consultations with any GP at your registered practice and they will receive funding from the Australian Government to deliver the care you need.”

(MyMedicare General Practice Communication Toolkit, 2023)

MyMedicare – Practice Staff Roles

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Nurses

- Understand the benefits of MyMedicare registration
- Educate patients about MyMedicare during their visits and assist with registration (where applicable)
- Assist GPs to identify eligible patients at risk of not enrolling into VPR

Reception Team

- Understand the benefits of MyMedicare registration
- Explain MyMedicare to patients and assist with registration (where applicable)
- Order and maintain supply of patient resources
- Support the practice team to identify patient cohorts that would benefit from patient registration

MyMedicare – How to Register

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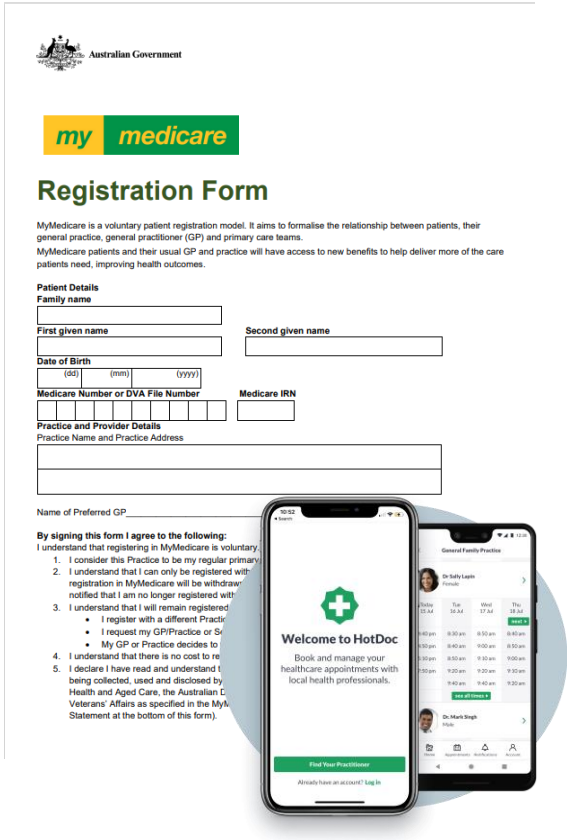
1. Patient Registration Form



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Registration Form

MyMedicare is a voluntary patient registration model. It aims to formalise the relationship between patients, their general practice, general practitioner (GP) and primary care teams.

MyMedicare patients and their usual GP and practice will have access to new benefits to help deliver more of the care patients need, improving health outcomes.

Patient Details
Family name

First given name **Second given name**

Date of Birth
(dd) (mm) (yyyy)

Medicare Number or DVA File Number **Medicare IRN**

Practice and Provider Details
Practice Name and Practice Address

Name of Preferred GP

By signing this form I agree to the following:
I understand that registering in MyMedicare is voluntary.
1. I consider this Practice to be my regular primary
2. I understand that I can only be registered with
registration in MyMedicare will be withdraw
notified that I am no longer registered with
3. I understand that I will remain registered
   - I register with a different Practi
   - I request my GP/Practice or Se
   - My GP or Practice decides to
4. I understand that there is no cost to re
5. I declare I have read and understand t
being collected, used and disclosed by
Health and Aged Care, the Australian D
Veterans' Affairs as specified in the MyM
Statement at the bottom of this form).

Welcome to HotDoc
Book and manage your healthcare appointments with local health professionals.
Find Your Practitioner

2. Express Plus App/Medicare Online

3. Pending Registration (practice invitation)

Registration – Patient Registration Form

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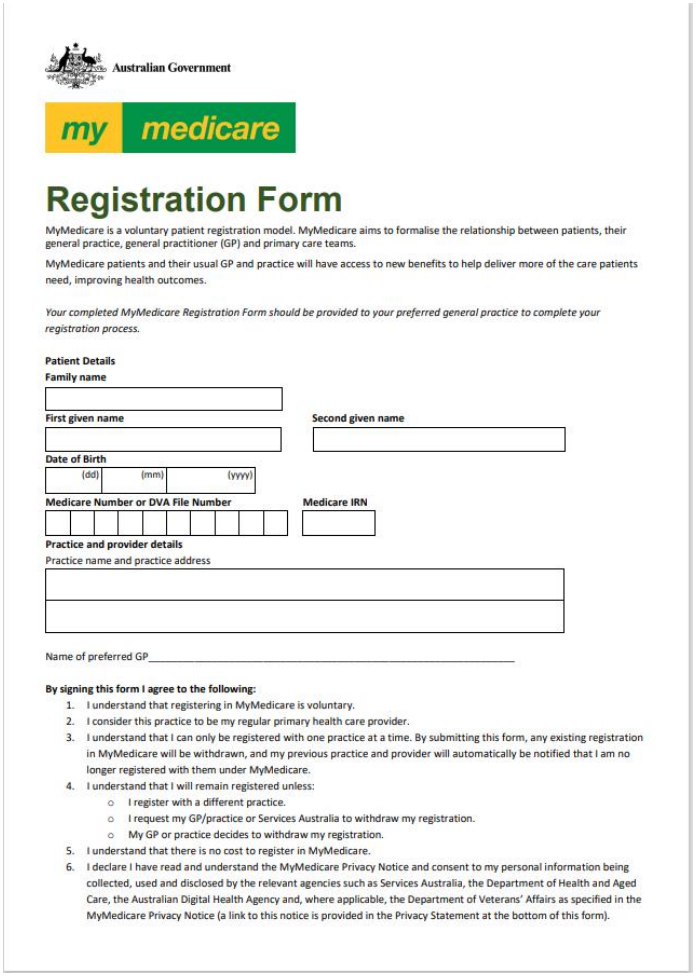

Australian Government

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Registration Form

MyMedicare is a voluntary patient registration model. MyMedicare aims to formalise the relationship between patients, their general practice, general practitioner (GP) and primary care teams.

MyMedicare patients and their usual GP and practice will have access to new benefits to help deliver more of the care patients need, improving health outcomes.

Your completed MyMedicare Registration Form should be provided to your preferred general practice to complete your registration process.

Patient Details

Family name

First given name **Second given name**

Date of Birth

(dd) (mm) (yyyy)

Medicare Number or DVA File Number **Medicare IRN**

Practice and provider details

Practice name and practice address

Name of preferred GP_____

By signing this form I agree to the following:

1. I understand that registering in MyMedicare is voluntary.
2. I consider this practice to be my regular primary health care provider.
3. I understand that I can only be registered with one practice at a time. By submitting this form, any existing registration in MyMedicare will be withdrawn, and my previous practice and provider will automatically be notified that I am no longer registered with them under MyMedicare.
4. I understand that I will remain registered unless:
   - I register with a different practice.
   - I request my GP/practice or Services Australia to withdraw my registration.
   - My GP or practice decides to withdraw my registration.
5. I understand that there is no cost to register in MyMedicare.
6. I declare I have read and understand the MyMedicare Privacy Notice and consent to my personal information being collected, used and disclosed by the relevant agencies such as Services Australia, the Department of Health and Aged Care, the Australian Digital Health Agency and, where applicable, the Department of Veterans' Affairs as specified in the MyMedicare Privacy Notice (a link to this notice is provided in the Privacy Statement at the bottom of this form).

Full name of individual providing consent (patient, patient's guardian/attorney or parent if required)	
Signature	Date

If a parent or guardian has completed this form on behalf of a patient aged 14-17, please confirm the patient is aware of this registration and provided informed consent. ☐ Yes

Consent for MyMedicare registration for patients under 14 years of age must be provided by the patient's parent or legal guardian.

Patients aged 14-17 years must provide their consent to register for MyMedicare.

- A parent or guardian of a patient aged 14-17 years may complete the Registration Form if the 14-17 year old is aware of the registration and has provided their consent for this person to act on their behalf.

For a patient 14 years or older, who lacks capacity to make decisions for themselves, consent for the MyMedicare registration will need to be provided by an individual who is authorised to act on the patient's behalf.

Office use only

Provider Number of preferred GP_____

Please select a box to confirm the patient's eligibility

☐ The patient has received 2 or more face-to-face MBS services with the practice in the previous 24 months

☐ The patient meets the reduced eligibility criteria of at least one or more face-to-face MBS services with the practice in the previous 24 months and the practice is located in MMM6-7

The patient meets one of the exemption criteria:

☐ Children under 18 years whose parent is already registered at this practice

☐ Parents of a child under 18 years who is already registered at this practice

☐ Patient is following a GP they are registered with to this practice

☐ Patient experiencing family and domestic violence

☐ Patient experiencing homelessness

The practice will retain a copy of this Registration Form in the patient's clinical records, for compliance of record keeping obligations in accordance with Federal, State and Territory legislation applicable to their practice.

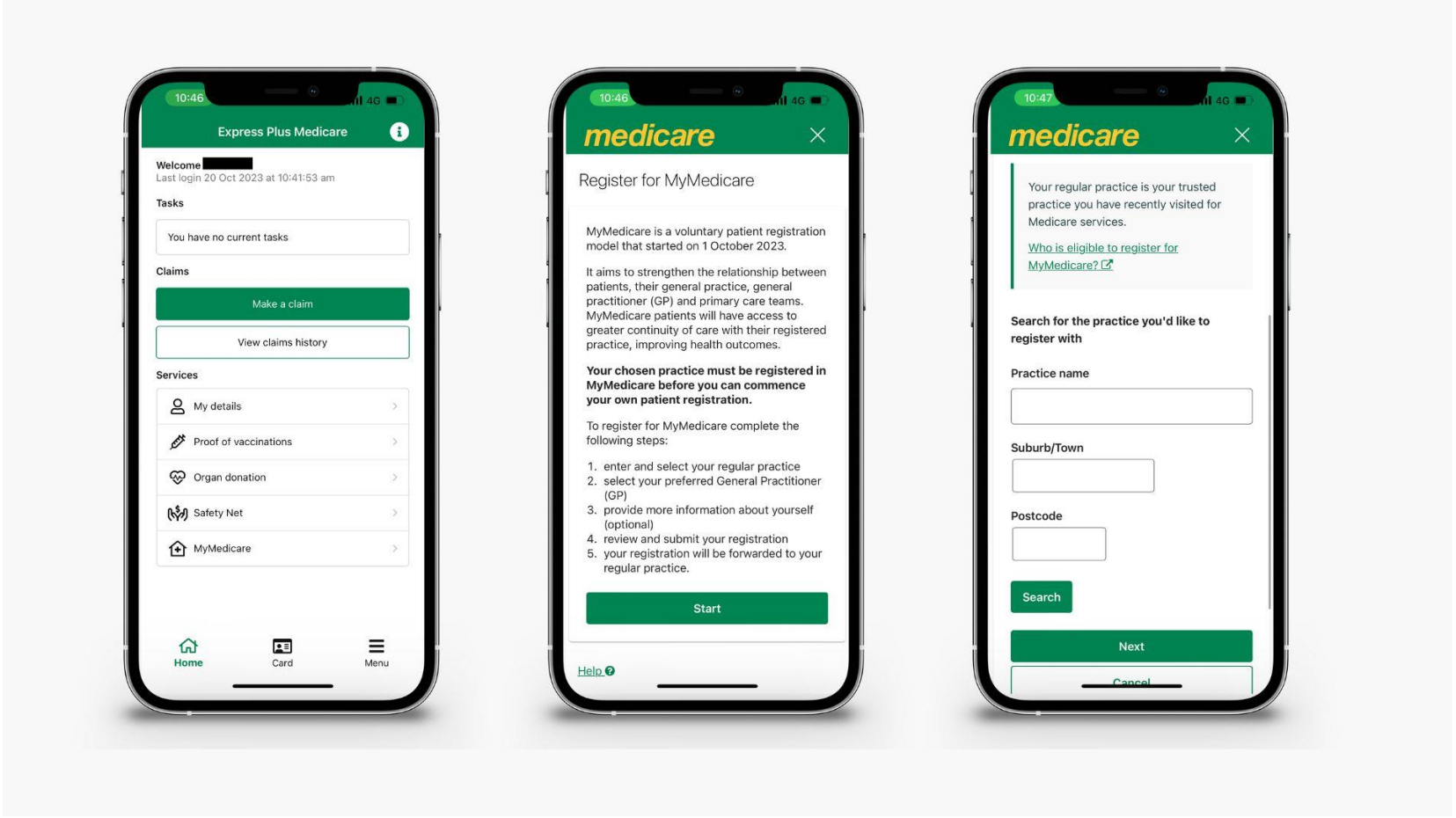
Privacy Statement

The law regulates how Services Australia, the Department of Health and Aged Care, the Australian Digital Health Agency and the Department of Veterans' Affairs may handle your personal information. Services Australia is collecting your personal information to assess your eligibility for MyMedicare and provide services to you and payments linked to your provider as a result of your MyMedicare registration. Your information will only be shared with relevant government agencies such as the Department of Health and Aged Care, Australian Digital Health Agency and the Department of Veterans' Affairs, where you have agreed, or where the law allows or requires it. The MyMedicare Privacy Notice describes how your information will be managed consistent with our obligations under the *Privacy Act 1988* and the *Australian Privacy Principles*. The notice can be found at https://www.health.gov.au/resources/publications/mymedicare-privacy-notice

You can also read the:

- Services Australia privacy policy at: www.servicesaustralia.gov.au/privacy
- Department of Health and Aged Care privacy policy at: https://www.health.gov.au/resources/publications/privacy-policy
- Australian Digital Health Agency privacy policy at: https://www.myhealthrecord.gov.au/about/privacy-policy, and
- Department of Veterans' Affairs privacy policy at: https://www.dva.gov.au/privacy-policy.

Registration – Medicare Express Plus App



Registration – Medicare Express Plus App

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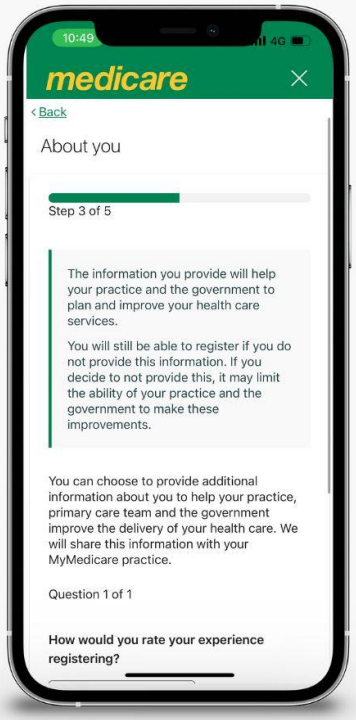
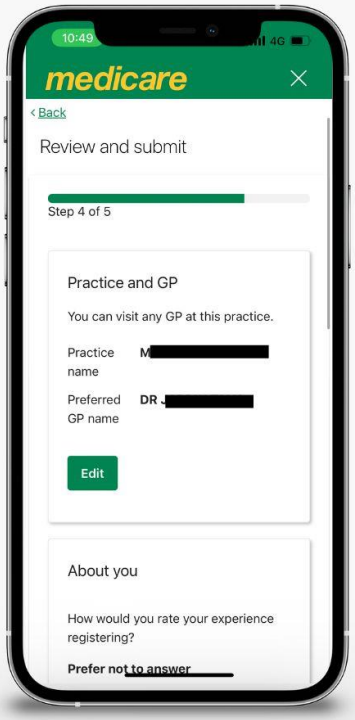
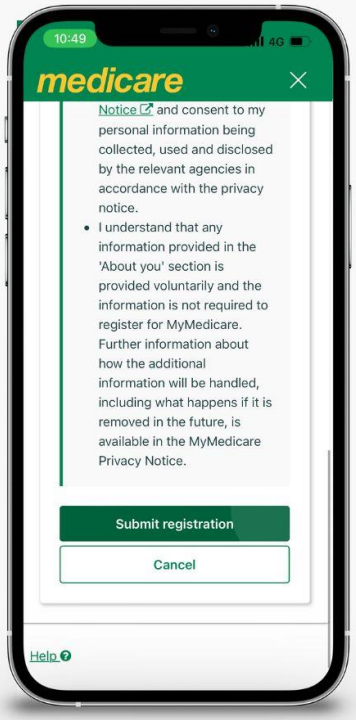




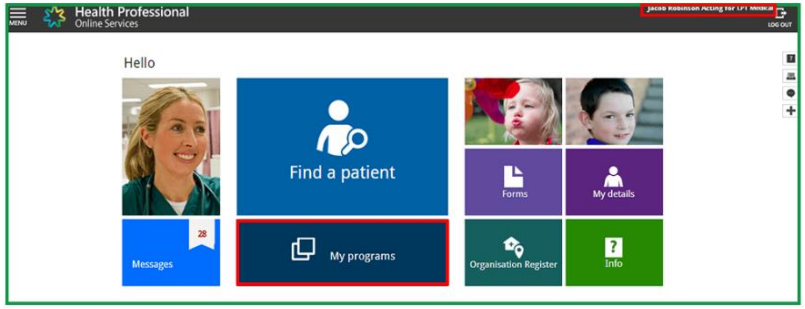


MyMedicare – Managing Registrations

Accessing the MyMedicare Program

To access the MyMedicare Program tile:

- login to PRODA
- under linked services, select **Go to service** on the Health Professional Online Services tile
- select the Organisation in PRODA you are acting on behalf of in HPOS, and select **Continue**
- the HPOS home page will display. In the top right-hand corner, **your name and organisation you are acting on behalf of will display**
- select the **My programs** tile
- select the **MyMedicare** tile and the Patient List will display.



Select here for information if you are unable to access the MyMedicare Program

MyMedicare – Managing Registrations

Pending Patient Registration - Submitted

After the pending registration has been submitted, a message will display at the top of the screen confirming **Patient registration saved successfully**.

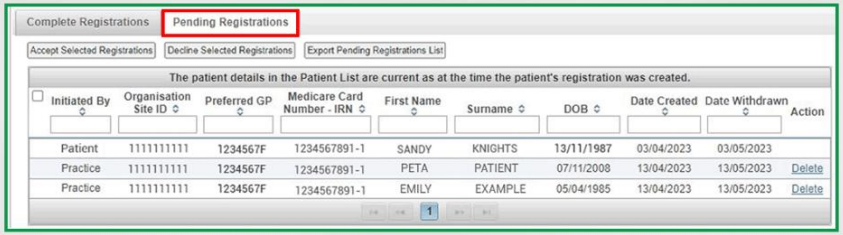
0762 - Patient registration saved successfully.

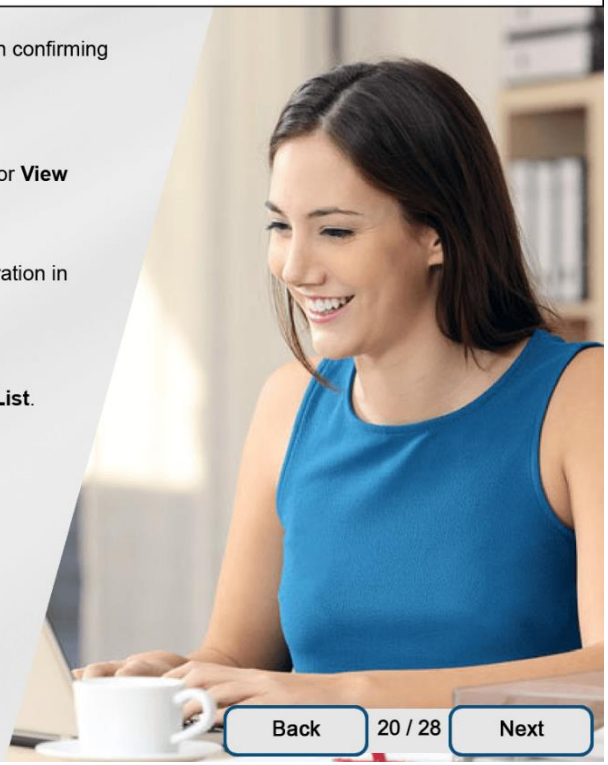
You can choose to exit the **Patient Registration Confirmation** screen or select **Find a Patient** or **View Patient List** buttons at the bottom of the screen.

Pending Patient Registration Notification
As this is a Pending Registration, a notification will be sent to the patient to complete their registration in their MOA. Patients will have a month to complete their registration.

Patients will be prompted to provide an answer to a Demographic question.

The Practice will be able to view and manage their Pending patient registrations on the **Patient List**.





MyMedicare – Managing Registrations

MyMedicare Patient List and registering patients

The Patient List will allow you to:

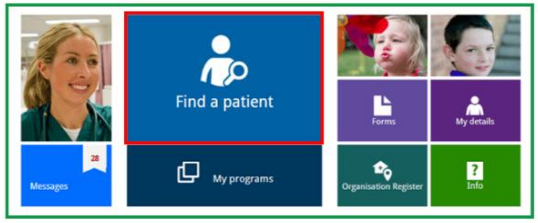
- view current and pending patient registrations
- create, amend, withdraw and delete patient registrations
- export complete and pending registrations
- manage MyMedicare patient registration preferences.

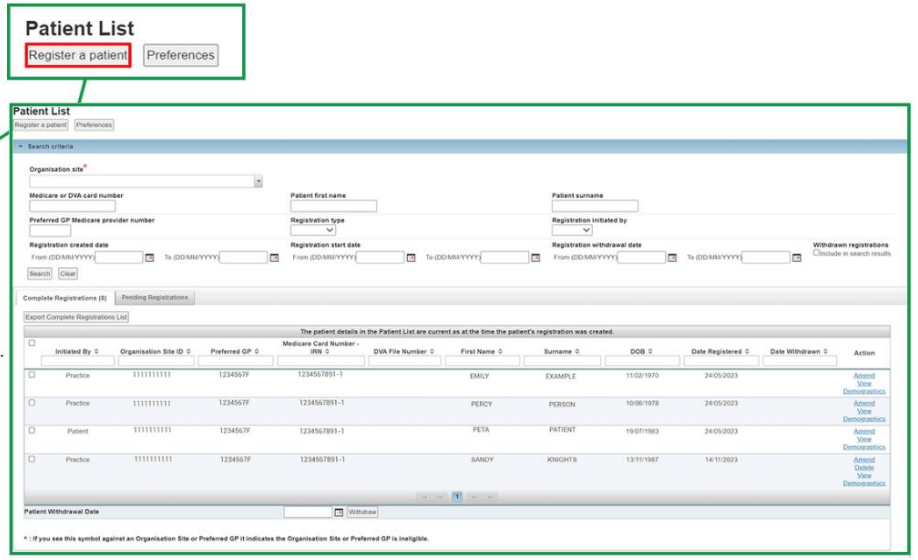
Register a patient for MyMedicare

To register a patient from the Patient List, select **Register a Patient** located at the top of the page. This will take you to the **Find a patient** search.

OR

Select the **Find a patient** tile located on the HPOS Homepage.





MyMedicare – Pending Registration

Practice initiated patient registration (Pending)

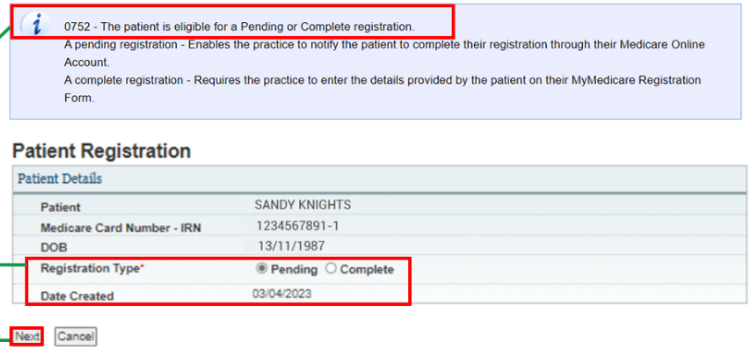
The practice can initiate a registration in which the patient can then complete with their MOA.

On the Patient profile screen, select the **Register for MyMedicare** button, the **Patient Registration** screen will display.

At the top of the page, it will display whether the patient is eligible for a **Pending** or **Complete** registration.

In this example, we will select a **Pending Registration.**

- Select the **Registration Type** to Pending.
- **Registration Date** - The registration date will automatically populate with the current date.
- Select the **Next** button.



As this is a Pending Registration no MyMedicare Registration form needs to be completed. The patient will receive a notification to complete their registration on their MOA.

Pending Registration - Practice initiates registration and the patient completes the registration on their MOA.

Complete Registration - Patients provide consent, by completing and signing the hard-copy MyMedicare Registration form. The Practice will submit the registration via HPOS.

MyMedicare – Access & Delegations

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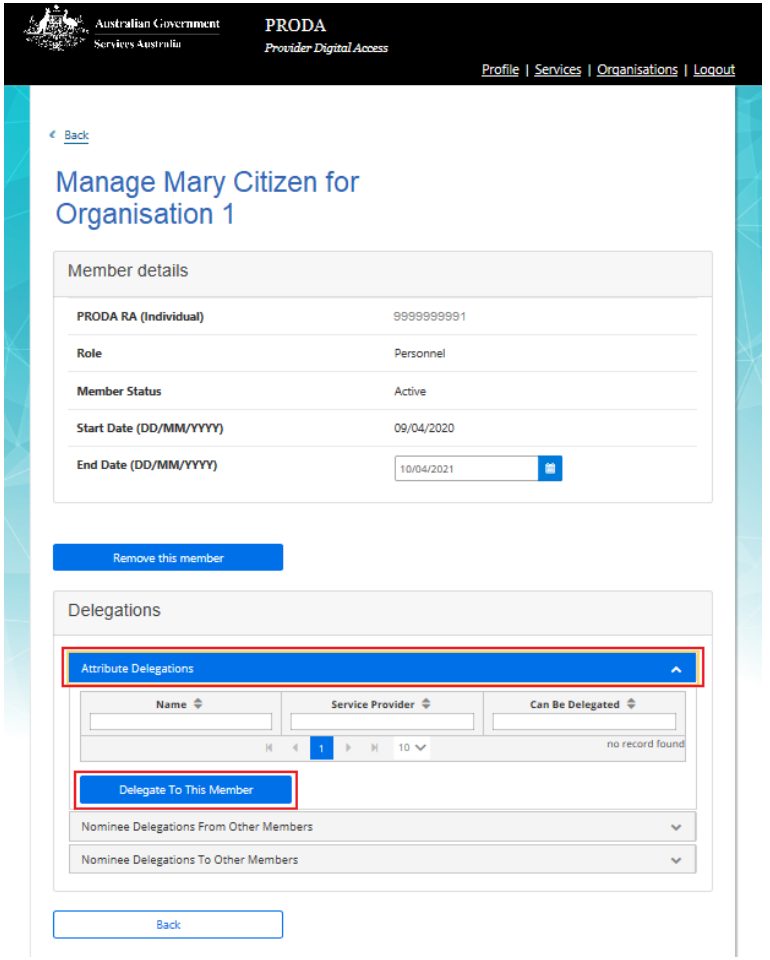
To manage patient registrations:

The following TWO delegations are required:

- HPOS-Access
- HPOS-MyMedicare-Program



MyMedicare – Key Resources

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PRODA: https://proda.humanservices.gov.au/

PRODA Services Australia Resources: https://www.servicesaustralia.gov.au/proda-provider-digital-access

Australian Government MyMedicare: https://www.health.gov.au/our-work/mymedicare

Gold Coast PHN: https://www.gcphn.com.au/

Health Professional Education Resources: https://hpe.servicesaustralia.gov.au/

MyMedicare – Managing Patient Registration: MYMEDM02-Managing patient registrations (servicesaustralia.gov.au)

MyMedicare – GP Toolkit: mymedicare-gp-toolkit.pdf (health.gov.au)

MyMedicare – DL Brochure: https://www.health.gov.au/resources/publications/mymedicare-dl-brochure?language=en

Contact	
Provider Digital Access (PRODA)	• Phone: **1800 700 199** and select **Option 1** • Monday to Friday, 8 am to 5 pm local time • Email: proda@servicesaustralia.gov.au
Services Australia – Health Professional Online Services (HPOS)	• Phone: **132 150** and select **Option 6** • Monday to Friday, 8 am to 5 pm AWST.
Gold Coast Practice Support	• Phone: **07 5612 5408** • Email: practicesupport@gcphn.com.au

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Questions

Conclusion

Evaluation Questions

- How likely are you to attend a bi-monthly PN Network meeting?
- How likely are you to recommend this event to a colleague?
- How relevant is the event to your organisation?
- Are you interested in taking a leadership role in the PN Network meeting?
- Are there any topics/speakers you would like to suggest for future meetings?

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'Building one world class health service for the Gold Coast

Level 1, 14 Edgewater Court Robina QLD 4226

www.gcphn.org.au

ABN: 47 152 953 092