



Gold Coast Chronic Condition Management

Continuous Quality Improvement Toolkit

The Chronic Conditions Management (CCM) QI Toolkit provides a practical guide to help general practices implement continuous Quality Improvement (QI) activities for managing chronic conditions.

It supports primary care teams in delivering structured, proactive, and person-centred care - enhancing continuity, improving patient outcomes, and increasing efficiency. The toolkit aligns with the revised CCM MBS items and the Strengthening Medicare reforms.



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

Artwork: Narelle Urquhart. Wiradjuri woman.

Artwork depicts a strong community, with good support for each other, day or night. One mob.

Acknowledgements

This QI toolkit has been developed by Gold Coast PHN and PHN's nationally through the PHN Cooperative, the National Improvement Network Collaborative (NINCo), and the National MyMedicare PHN Implementation Program.

This resource was developed with the support of WentWest, Western Sydney Primary Health Network (PHN).

We acknowledge that some resources used or referenced within this toolkit are from organisations including the Department of Health, Disability and Ageing (DOHDA), Services Australia, Royal Australian College of General Practitioners (RACGP); Best Practice; and Medical Director. These organisations retain copyright over their original work. Referencing of material is provided throughout.

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Where to get help?
Gold Coast Primary Health Network
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practicesupport@gcphn.com.au

Module 2

Patient Registration & Engagement

On completion of this module, you will:

- Enhance communication strategies to boost patient participation in MyMedicare and CCM.
- Develop effective systems for timely care plan review reminder
- Design resources that educate and encourage active involvement in care planning and review



Activity Navigation

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Person-centred care is the foundation of both CCM and MyMedicare

At the heart of both **MyMedicare** and Chronic Conditions Management (CCM) is person centred care – healthcare that aligns with each patient’s unique values, needs, and life goals. This approach strengthens engagement, supports continuity, and leads to better health outcomes. Core principles include:

1. Dignity
2. Compassion
3. Coordinated
4. Personalised Care
5. Empowerment for Self-Management

This often begins by asking “What matters to you?” rather than “What is the matter with you?” to better understand and incorporate the patient’s life goals into care planning. It fosters greater patient engagement in the care planning process and supports tailored, meaningful care.

Both initiatives promote active patient participation and shared decision-making, moving away from one-size-fits-all models to deliver care that is truly tailored to the individual.

MyMedicare Practice Registration

1. [Medicare online - MyGov Account](#)
2. [Paper registration form](#), submitted in person at our practice. You can [pre-fill MyMedicare forms - Refer to Activity](#)

Tip: Enable ‘[Auto Accept](#)’ for patient registrations in MyMedicare Preferences via PRODA and pre-fill

Learn more:

- [Managing MyMedicare registrations – eLearning](#)
- Our [MyMedicare Patient Registration Guide](#)
- Our [MyMedicare One Page Patient Guide](#)

Practice Resources

- [MyMedicare - DL Brochure](#)
- [MyMedicare - Easy Read Brochure](#)
- [MyMedicare - Poster 1](#)
- [MyMedicare - Poster 2](#)
- [MyMedicare - Poster First Nations](#)
- [MyMedicare - Community Information kit](#)
- [Introducing MyMedicare Video](#)
- [Registering in MyMedicare Video](#)
- [MyMedicare - Social Media Tile](#)

2.1 Activity – Reminders, Registration and Flagging

This activity helps practices implement or enhance reminder and recall systems to improve MyMedicare registration, support care planning, and ensure timely reviews for patients with chronic conditions. By leveraging your clinical software, you can:

- Proactively identify and flag eligible patients
- Pre-fill MyMedicare registration forms (RTF) for individual patients or bulk print them using mail merge
- Automate communication and reminders
- Improve data accuracy and patient engagement



Patients can then register using these pre-filled paper forms or via the [Medicare Online Account](#)

This enables smoother registration, better continuity of care, and future-ready MBS claiming.

The following steps and screenshots show how to register and flag patients in Best Practice, Medical Director, and My Health Record.

Software-Based Instructions

Best Practice (BP)

BP Spectra will compass all CCM changes including database searches, printable [guides](#) and [desktop foldout](#) resources.

- Use [MyMedicare Awareness and BP Comms](#) to reach eligible patients
- Use [BP database queries to identify eligible patients](#)
- Tools:
 - [Reminder](#)
 - [Actions](#)
 - [Mail merge](#)
 - [SMS reminders](#)

[BP MyMedicare](#) | [bpsoftware.net](#)
1300 40 1111

Medical Director (MD) and Pracsoft

- Use Telstra Health Smart Visual Dashboards to identify eligible patients, Track MyMedicare registrations, Send SMS reminders.
- Tools:
 - [Reminder](#)
 - [Actions](#)
 - [Mail merge](#)
 - [SMS reminders](#)

[MD MyMedicare](#) | [medicaldirector.com](#)
1300 300 161

Cubiko (for BP/MD users)

- [GPCCMP home](#)
 - [Cubiko Insights](#): GPCCMP metrics and forecasting dashboard
 - [Cubiko Insights](#): CCM Preparation: Actionable metrics My Dashboard
- [Resource pack](#) including staff room poster, patient handout, flyer and printouts
- [Identify and flag MyMedicare eligible patients](#)
- [Export/import CSV lists](#) for targeted outreach

[Cubiko Knowledgebase](#)
1300 CUBIKO

Other Reminder Systems

The following platforms can also be used independently or in conjunction with your clinical software to manage patient recalls and reminders:

- [Pracsoft](#)
- [Hotdoc](#)
- [Healthengine](#)
- [AutoMed](#)

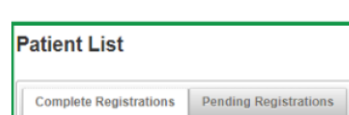
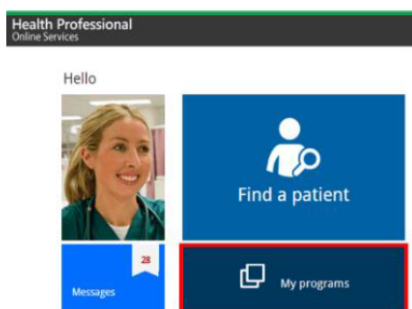
Note: GCPHN does not provide software licensing for these systems.

2.1.1 Management registration via HPOS

To support your team, access [the Services Australia MyMedicare eLearning modules](#) for [MyMedicare overview](#) and [Managing patient registration](#).

Accessing the Patient List in HPOS >MyMedicare program

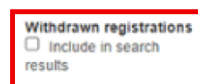
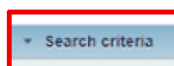
1. Log in to **PRODA** to use HPOS → Select the organisation to act on behalf of.
2. Got to **My Programs** → **MyMedicare**
3. Go to **Patient List**



If “MyMedicare” doesn’t appear, your PRODA access may need updating.

Viewing Withdrawn or De-registered Patients

4. In the Patient List, use the **Search Criteria** filters.
5. Tick “**Withdrawn registrations**” to include de-registered patients.
6. Look under the “**Date Withdrawn**” column to see when deregistration occurred.



Date Registered ⇅	Date Withdrawn ⇅	Initiated By ⇅
10/10/2023	19/05/2025	Patient
16/10/2023	14/05/2025	Practice

Exporting Patient Records

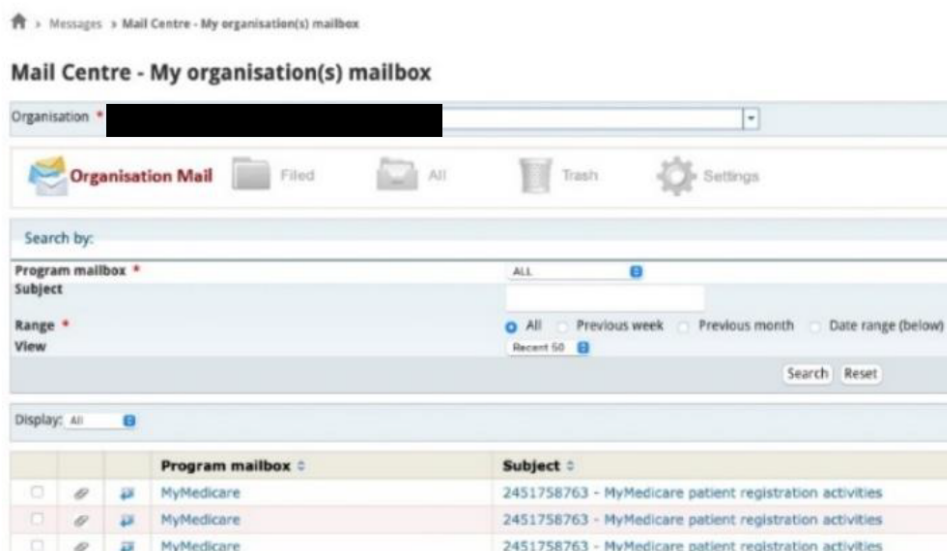
7. Click **Export Complete Registrations List** to download both Complete and Pending lists). Use this list to track deregistered patients and take follow-up action

MyMedicare patient registration activities					
Run Date/Time: 04/06/2025 04:03:03					
Notes:					
This list may contain registrations waiting to be accepted or declined by the practice.					
Activity	Activity Date/Time	Decline Reason	Date Cancelled	Date Withdrawn	Withdrawal Reason
Complete Registration Created	03/06/2025 14:21:56				
Complete Registration Created	03/06/2025 14:25:13				
Preferred GP Amended	03/06/2025 14:26:21				
Complete Registration Created	03/06/2025 14:29:20				
Withdrawal Date Added	03/06/2025 14:52:51			02/06/2025	Another practice registered patient

Accessing the Patient List in HPOS >MyMedicare program

1. Log in to **PRODA** to use HPOS → Select the organisation to act on behalf of.
2. Go to **Messages** → **My organisation(s) mailbox**.
3. Select **Settings** → Choose your **email** and **notification frequency** (immediate, daily, weekly)
4. Click **Submit**.

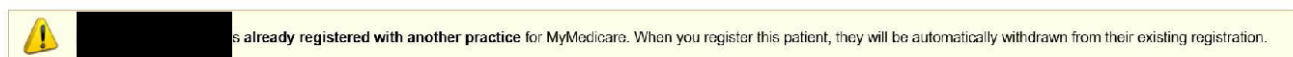
Here's an example of MyMedicare Patient registration activities



Individual patient

1. Log in to **PRODA** to use HPOS → Select the organisation to act on behalf of → **My Programs** → **MyMedicare**
2. Go to Register a patient → Find a patient
3. Then **Enter details**: Medicare/DVA CARD number, IRN, First name, DOB → tick declaration → click **Find**
4. Select **patient** → **Register for MyMedicare**
5. Choose: **Practice** (Organisation site) → **Preferred GP**
6. Select **Confirm eligibility** (auto or select reason)
7. Select **Review details** → tick declaration → click **Confirm**
8. For pending registration: choose “Pending” instead of “Complete” on step 4.

If the patient is registered with another practice, this message will appear:



2.1.2 Best Practice – CCM, MyMedicare Registration and flagging



For the latest updates, visit [BP Premier Spectra](#) including MyMedicare Medicare Web services (enrolment management and registration check) new templates (GPCCMP and CCMP AHP referral), appointment types, SQL queries and Co-billing logic.

MyMedicare Registration Form via Letter writer

Letter writer (RTF format) will **auto-populate with patient details** ready for patient to provide sign consent.

File → New Letter (F4) → Templates → Use Template → Open

Template name	All users	Type
Mental Health Plan	Yes	Supplied
Mental Health Treatment Plan - ADULT	Yes	Supplied
Mental Health Treatment Plan - CHILD	Yes	Supplied
Mental Health Treatment Plan - MIN REQ	Yes	Supplied
Mental Health Treatment Plan - SQAP	Yes	Supplied
Mini Nutritional Assessment	Yes	Supplied
My Health For Life Referral	Yes	Supplied
MyMedicare Registration form	Yes	Supplied
NCSEMG Request QNeurology (Dr N Sheikh)	Yes	Supplied

Individual Patient Registration

File → Open Patient → View → Patient/F2 → View details → Complete the fields listed below → Save

Usual provider: **Mr Stuart Gunter** ☐ Drs only

Deny access to other users ☐

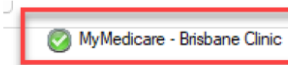
Registered for MyMedicare ☒ **16/10/2023**

Registered Location: **Brisbane Clinic**

Flagging MyMedicare registered status

MyMedicare Registered status will be displayed on:

Patient Record



Appointment book

Dr Frederick Findacure
Main surgery
Friday 03/11/2023
10:15 am

Search for: **DEA**

Mr Reuben T Dean, 77 yrs, 76 Frederick St, Woodlane, 5254, 14/12/1945

Registered for MyMedicare on 19/10/2023

There is \$79.70 outstanding on this patient's account. This patient is overdue for Asthma review on 10/10/2020.

Invoices

Account details

Invoice date: 10/11/2023 Invoice No.: 160 Location: Main surgery

Provider: Dr Frederick Findacure Service date: 10/11/2023

Bill to: Medicare Direct Bill Search Bill to: Medicare Australia

Billing schedule: Rebate only

Patient: Mr Reuben T Dean, 76 Frederick St, Woodlane, 5254

MyMedicare - Brisbane Clinic



CALL TO ACTION Bulk import option of MyMedicare: Download exported registration list from HPOS for patient registration status and import list using [BP Premier Reporting Tool](#)

2.1.3 Best Practice - My Health Record and MyMedicare Registration

Retrieve MyMedicare Documents from My Health Record. MyMedicare information is sourced from Medicare systems operated by Services Australia and includes the patient's Registration date, Practice Name, Practice Address, and preferred GP name, if supplied.

File → Open Patient, View → Patient/F2 → My Health Record → View Document List → Filters → untick the Exclude Medicare documents and Exclude prescription and dispense records → Update → select MyMedicare Registered Practice information document → Open

The screenshot shows the 'My Health Record - Mr Reuben T Dean' window. On the left, the 'Document List' sidebar is highlighted with a red box. It contains filters for 'From' (14-Nov-2022), 'To' (14-Nov-2023), 'Document Type' (All), and 'Saved Status' (All). Below these are checkboxes for 'Exclude Medicare documents', 'Exclude prescription and dispense records', and 'Exclude superseded or removed documents'. The 'Update' button is at the bottom. The main area shows a table of documents with columns: Document Date, Service Date, Document, Organisation, Organisation Type, and Saved. A document titled 'MyMedicare Registered Practice Info My Health Record' is selected. Below this, the 'My Health Record Document Viewer - Ms Hiroko Honeysett' window is shown. It displays patient information: HIROKO HONEYSETT, 28 Oct 2022, DoB 11 Jun 1952 (70 years*), SEX Female, IHI 8003 6080 0030. Below this is the 'DHS Medicare Repository Services' section with a table of MyMedicare details:

MyMedicare	
Practice name	ABC Medical Clinic
Practice address	Andrew Fisher Building 1 National Circuit Brunswick Heads NSW 2483
Preferred GP	Dr Sophia Yu
Registration date	25-May-2023



- To access My Health Record, your staff**
- must have an **HPI-I** (identifies individual healthcare providers) To obtained via **AHPRA** account or by calling 1300 419 495, while non-AHPRA staff can apply through **HPOS**.
 - **Set User permissions:** Best Practice main screen > Setup > Users > select employee > Edit > Set Permissions > scroll to My Health Record Access > Select 'Allowed' > Save.

The screenshot shows a dialog box for 'My Health Record Access' permissions. The permissions listed are: My Health Record Access (Allowed), My Health Record Registration (Not allowed), Search clinical data (Allowed), Change patient confidential status, Allocate investigation reports, Reminder lists, and Word processor templates. The 'Allowed' status for 'My Health Record Access' and 'Search clinical data' is highlighted with a red box. The 'Save' button is also highlighted with a red box.

Please note the **My Health Record participation obligations** and **Security and Access policies – Rule 42 guidance**.



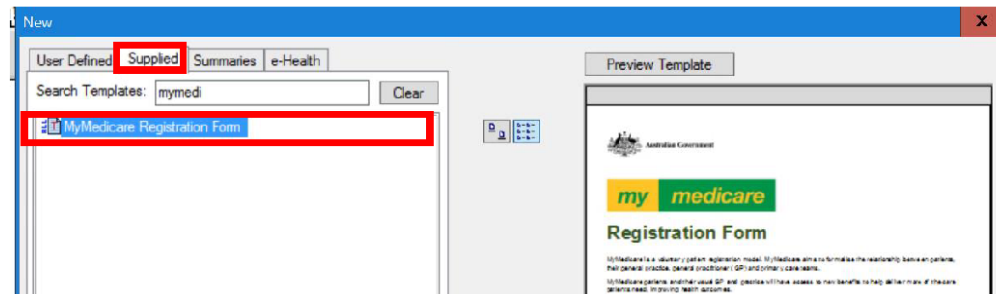
Save a Document to a Patient Record Please note patient preference to save this document - See Understanding confidentiality and patient notes for more information.

2.1.4 Medical Director – MyMedicare Registration and flagging

MyMedicare Registration Form via Letter writer

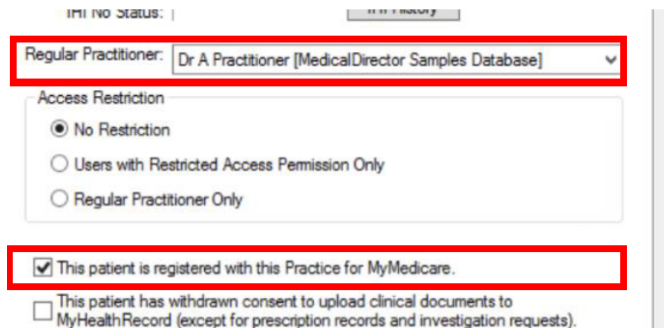
Letter writer (RTF format) will **auto-populate with patient details** ready for patient to provide sign consent.

Patient File → Tools → Letter Writer (F8) or  File → New → Ok



Individual Patient Registration

File → Open Patient → View details → tick “This patient is registered with this Practice for MyMedicare” → select Preferred GP = “Regular Practitioner” → Save



17111 NO STATUS: |

Regular Practitioner:

Access Restriction

☒ No Restriction

☐ Users with Restricted Access Permission Only

☐ Regular Practitioner Only

☒ This patient is registered with this Practice for MyMedicare.

☐ This patient has withdrawn consent to upload clinical documents to MyHealthRecord (except for prescription records and investigation requests).

2.1.5 Medical Director - My Health Record and MyMedicare Registration

Retrieve MyMedicare Documents from My Health Record. MyMedicare information is sourced from Medicare systems operated by Services Australia and includes the patient's Registration date, Practice Name, Practice Address, and preferred GP name, if supplied.



Patient File → My Health Record (or view document list)

The screenshot shows the MedicalDirector Clinical 4.3a interface. At the top, there's a menu bar with options like File, Patient, Edit, Summaries, Tools, Clinical, Correspondence, Assessment, Resources, Sidebar, MyHealthRecord, Messenger, Window, and Help. Below the menu is a toolbar with various icons. The main area displays patient information for a 66-year-old female. A section titled 'My Health Record for IHI' is highlighted, showing a message: 'This patient has an active My Health Record to which you have access.' Below this, there's a table of documents with columns for Document Date, Service Date, Document, Organisation, and Organisation Type. The table lists several documents, including VITAMIN D (VITD), HAEMATOLOGY PROFILE (FBC), SERUM CHEMISTRY (GLUF, LFT, LIP...), IRON STUDIES, HAEMOGLOBIN A1C (HBA1C) (HBA1C), THYROID FUNCTION TEST (SERUM), MICRO-ALBUMIN (URINE), MAGNESIUM, URINE MCS, C-REACTIVE PROTEIN, THYROID FUNCTION TEST (SERUM), and IRON STUDIES.

- To access My Health Record, your staff
- must have an **HPI-I** (identifies individual healthcare providers) To obtained via **AHPRA** account or by calling 1300 419 495, while non-AHPRA staff can apply through **HPOS**.
 - **Set User permissions:** Best Practice main screen > Setup > Users > select employee > Edit > Set Permissions > scroll to My Health Record Access > Select 'Allowed' > Save.

Edit Doctor Details

MyHealthRecord Details
☒ Participate in MyHealthRecord

Please note the My Health Record participation obligations and Security and Access policies – Rule 42 guidance.

CALL TO ACTION

Save a Document to a Patient Record Please note patient preference to save this document - See Understanding confidentiality and patient notes for more information.

2.2 Activity – Scripts: phone, SMS, email, and website

Please tailor scripts for **phone, SMS, email, and website** for staff to use when communicating with patients about **Chronic Condition Management Plans** and **MyMedicare**.

Phone Script (Reception or Nurse Call)

Hi, this is [Your Name] from [Practice Name]. I'm just checking in about your ongoing care.

If you have a health condition that lasts six months or more, you may be eligible for a Care Plan. This supports your health with a clear plan, plus up to 5 subsidised visits per year to allied health providers like a physio or dietitian.

We also recommend registering for MyMedicare, which helps us provide more coordinated care. Would you like to book a longer appointment to get started or get more info?

SMS Script

Hi [First Name], you may be eligible for a Care Plan and MyMedicare registration with your GP at [Practice Name].

This can support your ongoing care and give access to subsidised allied health visits.
Call [Phone] or book online: [Website]



Keep it clear,
professional, and
actionable.

Email Script

Subject: **Care Plan & MyMedicare – Supporting Your Health**

Hi [First Name],
If you have a long-term health condition, you may benefit from a Care Plan at [Practice Name]. It helps you and your GP plan and manage your care, and may include up to 5 subsidised allied health visits per year.

We also recommend registering with MyMedicare to make sure your care is continuous and wellcoordinated.

 A longer appointment is needed to set up your plan.

 You'll check in with your GP every 3-6 months.

Reply to this email, call us on [Phone], or book online at [Website]

Website Text (Info Page or Pop-up)

Do you have a long-term health condition?

We can help you manage it with a Care Plan at [Practice Name]. This includes:

- o Your health goals
- o How we'll support you
- o Up to 5 Medicare-subsidised visits to allied health providers

We also recommend registering for MyMedicare, a free program that links you to us as your regular practice – for more coordinated care.

 Longer appointments are needed to set up your plan

 You'll check in with your GP every 3-6 months

 Ask us today, or [Book Online Now]



CALL TO ACTION

Do a PDSA - Reducing
Missed Appointments
for Care Plan reviews



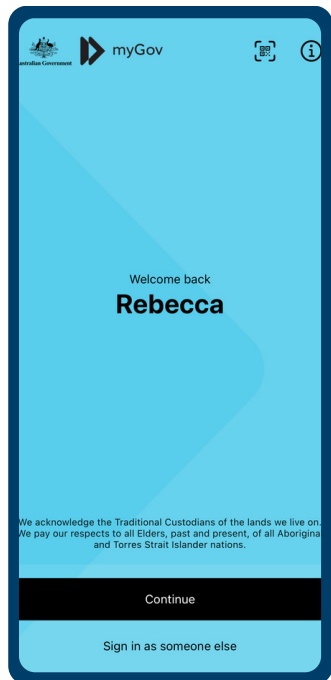
2.3 Activity – How to check your MyMedicare registration

MyMedicare registration is voluntary. Patients are encouraged to register only with the practice they prefer to see for the management of their health, under the care of their chosen general practitioner.

The following steps can also be completed on the [MyMedicare Express Plus App](#).

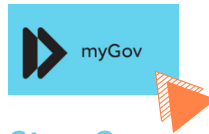


Scan the QR code
to sign in or
create a MyGov
account



Step 1

Open and sign into the [myGov app](#) on your phone

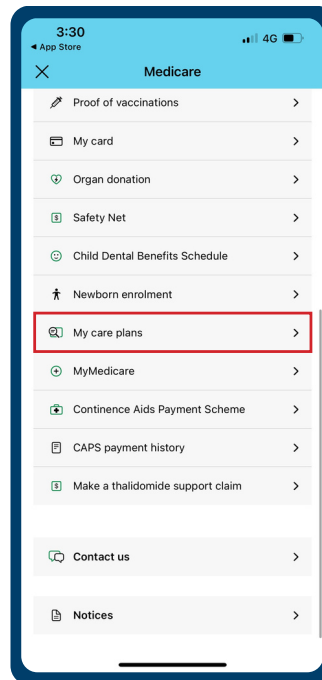


Step 2

Click [Services](#) on the bottom right-hand side of the screen

Select [Medicare](#)

Scroll down to [MyMedicare](#)



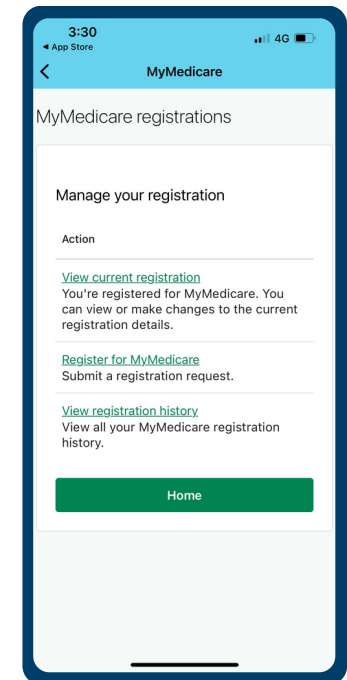
Step 3

Select [MyMedicare registration history](#)

Click [View current registration](#)

Step 4

To change your MyMedicare Registration to your preferred General Practice and Practitioner, click [Register for MyMedicare](#) and follow the prompts



Patients can only register at one practice. Care planning items including GPCCMP can only be completed by the MyMedicare registered practice.



An Australian Government Initiative

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092025/092026