

Bp Premier SUMMIT 2025

Please take a seat,
your session starts soon.

Acknowledgement of Country

Best Practice Software acknowledges the Traditional Custodians of Country throughout Australia and recognise their unique cultural and spiritual relationships to the land, waters, and seas and their rich contribution to society. We pay our respects to ancestors and Elders, past, present, and emerging.

Best Practice Software respects Māori as the tangata whenua and Treaty of Waitangi partners in Aotearoa New Zealand.

Right: Ginmine design from corner, radiating outwards.
Designed for the Bp Bundaberg Operations Hub Mural Project, 2021

Artist: Nicole Wone

Addresses themes of: Evolution – Adaptation of Universe and traditional Indigenous beliefs across the globe.

Beginning of time, darkness. Movement in the cosmos. Rainbow Serpent – Creation being. Ancestral lineage without our DNA



A detailed background image of a celestial constellation chart, also known as a star map. It features a dark blue background with numerous white stars of varying sizes. Thin white lines connect the stars to form various constellations. Some constellations are labeled with their names in a serif font, such as 'CORONA-BORAEALIS', 'DELPHINUS', 'URSA MINOR', 'PISCIS', 'CASSIOPEIA', 'PERSEUS', 'AURIGA', 'CAPRELLA', 'GEMINI', 'CORONA-BORAEALIS', 'ALPHEGGA', 'BOOTES', 'ARCTURUS', 'MIZAR', 'DRACO', 'THURIA', 'POLARIS', 'ALBIREO', 'CASSIOPEIA', 'PERSEUS', 'AURIGA', 'CAPRELLA', 'GEMINI', 'CORONA-BORAEALIS', 'ALPHEGGA', 'BOOTES', 'ARCTURUS', 'MIZAR', 'DRACO', 'THURIA', 'POLARIS', 'ALBIREO'. There are also circular lines representing celestial equators or other astronomical paths. The overall design is intricate and scholarly.

Bp Premier SUMMIT 2025

Putting MyMedicare into Practice

Katrina Otto

Putting MyMedicare into Practice

Katrina Otto

Katrina is a leading practice management consultant and medical software trainer with decades of experience leading improvements across diverse healthcare settings.

She believes that the synergy of robust data, collaborative teamwork, and genuine patient connections fuels superior health outcomes.

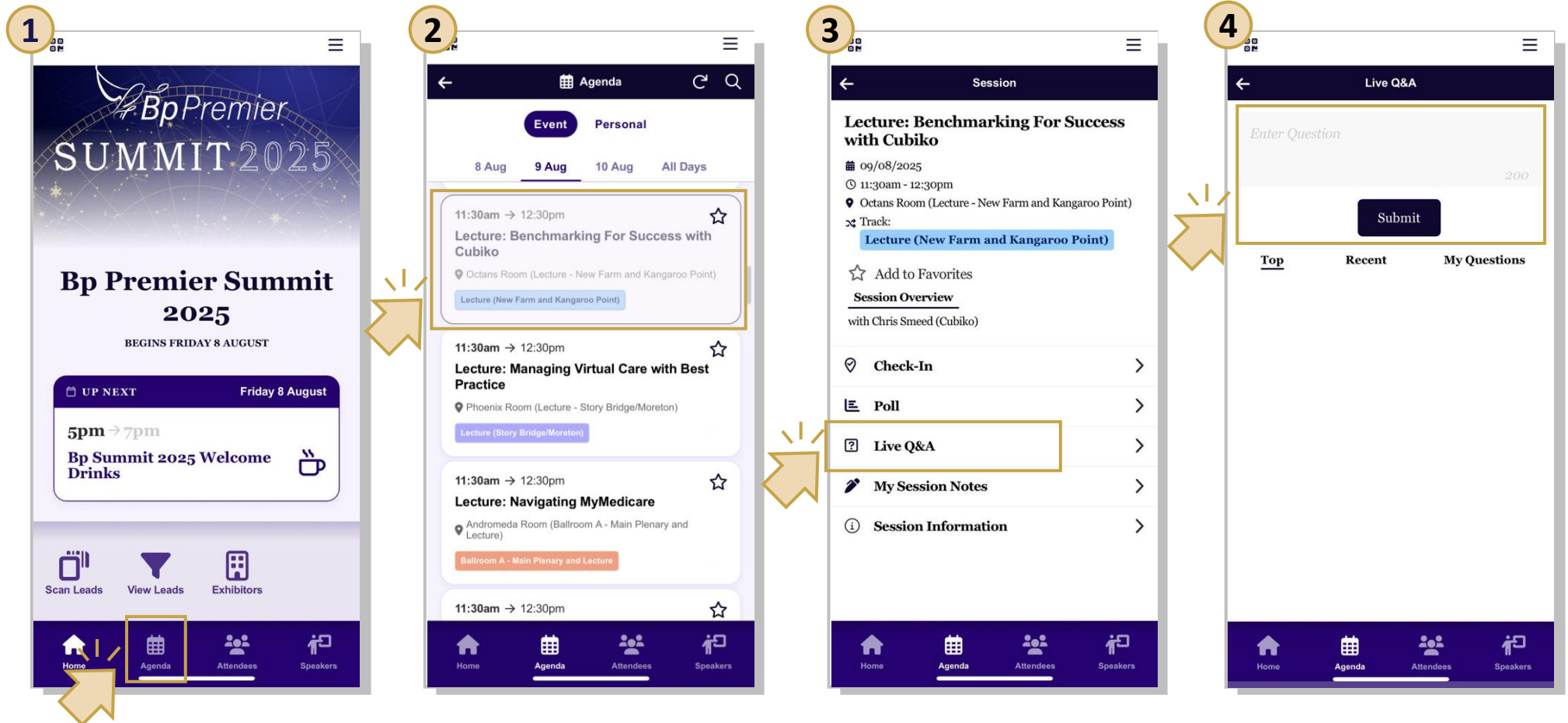


BpPremier SUMMIT 2025

Ask any questions
using The Event App



Download the app
By scanning the QR code





Bp Premier
SUMMIT 2025

Putting MyMedicare into Practice

Katrina Otto

Learning Objectives

Making MyMedicare work in your practice – training your staff, leading with confidence and turning challenges into opportunities

1. Create a strong dialogue to help your team understand MyMedicare
2. Empower patients while improving continuity of care
3. Strengthen your practice

Explain benefits of MyMedicare to your team

 MyMedicare is a voluntary registration program designed to strengthen continuity of care.

 Formalizes and incentivizes the relationship between patients, GP and practice.

 Critical component of chronic condition management (CCM)

Essential for future health initiatives and rebates

MYMEDICARE TIMELINE



QRD97

How do you know if your patient is already registered?

1. Check demographics in Bp
2. MyHealth Record
3. PRODA > HPOS
- download CSV file

Edit patient

Title: Mr
Family name: Dean
Given name: Reuben
Middle name: T
Preferred name: Reuben
Date of Birth: 14/12/1945 Age: 78 yrs
Birth Sex: Male
Gender Identity: Male
Pronouns: He/Him/His
Ethnicity: Australian, non indigenous
Address Line 1: 76 Frederick St
Address Line 2:
City/Suburb: Woodlane Postcode: 5254
Postal Address: 76 Frederick St
City/Suburb: Woodlane Postcode: 5254
Home phone: Work phone:
Mobile phone: 041111111 Contact via:
E-mail: reuben.dean@emailaddress.com
Consents to:
Appointments, Reminders, Clinical Comm, Health awareness
☐ Opt Out De-identified Data Extraction
☐ Update address of all family members
☐ Update address of all currently at original address
* These name fields are used for Health Identifier lookups.
Created By: Practice
Created On: 12/08/2020
Last Updated By: Stuart Gunter
Last Updated On: 19/12/2023 11:38:30 AM

Health Identifier: 8003606789131483 Validate
Validate HI using: ☒ HI ☐ Medicare No. ☐ DVA No.
HI Status: Active Verified
Medicare No. 5950067773 IRN: 1 Expiry: 11/24
Pension/HCC No.: 4477766874787 Expiry: 6/03/2025
Pension card type: Health Care Card
DVA No.: Conditions
Safety Net No.:
Record No.: Patient ID: 11
Usual provider: Mr Stuart Gunter ☐ Drs only
Deny access to other users ☐
Registered for MyMedicare ☒ 16/10/2023
Registered Location: Brisbane Clinic
Usual visit type: Surgery
Usual account: Practice fee
Health Ins. Fund:
Health Ins. No.: Expiry: 15/03/2016
Religion:
Head of family: Self Set
Next of kin: Set
Emergency contact: Set
Occupation: Retired Set
Health Care Home: Nil ☐ 19/12/2023 HCH
eScript Token: Email (reuben.dean@e)
Contact Notes
Comms Consent
SMS: Enabled
Best Health App: Not Enrolled
☐ Inactive ☐ Deceased
☐ Registered for CTG PBS Co-payment relief
Verified: 19/12/2023
Medicare/DVA Concession
Date of death: 19/12/2023 Cause
Referral details Bank account
Save Cancel

Check registration within Bp via My Health Record

My Health Record - Mr Reuben T Dean

This is not a complete view of the individual's health information. For more information about the individual's health record or data, please consult the individual or other healthcare professionals as needed.
Some documents may contain attachments. My Health Record System operator makes no guarantees as to the safety of file content uploaded by third-parties. Individuals and healthcare providers download and display the attachment at their own risk.

View Latest Shared Health Summary

Document List

Filters

Reset Filter

From: 14-Nov-2022

To: 14-Nov-2023

Document Type: All

Saved Status: All

☐ Exclude Medicare documents

☐ Exclude prescription and dispense records

☒ Exclude superseded or removed documents

Update

Current filter:
From 14-Nov-2022; To 14-Nov-2023; Excluding superseded or removed records

Document Date	Service Date	Document	Organisation	Organisation Type	Saved
14/11/2023		MyMedicare Registered Practice Int My Health Record		Provision and administration of	Not Saved
14/11/2023		Immunisation Consolidated View	My Health Record	Provision and administration of	Not Saved
14/11/2023		Diagnostic Imaging Overview	My Health Record	Provision and administration of	Not Saved

Superseded Removed

Open Save History Supersede Access Code


Close

Import your MyMedicare registered patient list - CSV


1. Open the Bp Premier Reporting Tool (you may need to download this first).
2. Enter your BP Login details.
3. Browse to the folder containing MyMedicare Registered Patient list
4. Open
5. Import

MyMedicare How To


Import a MyMedicare patient list CSV in Best Practice



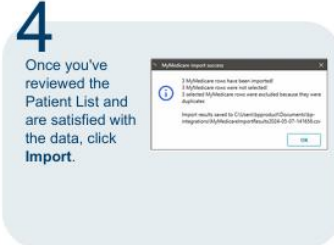
1
Open the BP Premier Reporting Tool and click on the **Import MyMedicare** button.



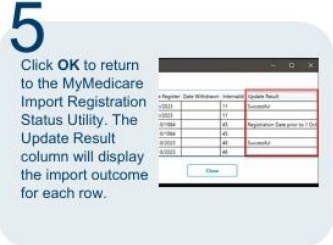
2
Enter your Best Practice Login Details




3
Browse to the folder containing the CSV file for the MyMedicare Registered Patient List, select the file, and click **Open**. The MyMedicare Import Registration Status Utility screen will appear.



4
Once you've reviewed the Patient List and are satisfied with the data, click **Import**.



5
Click **OK** to return to the MyMedicare Import Registration Status Utility. The Update Result column will display the import outcome for each row.



6
The import process is complete. Click **Close**.

General Practices or Practitioners requiring more information or support with MyMedicare can contact your practice facilitator or email digitalhealth@westvicphn.com.au

westvicphn.com.au/mymedicare

phn
WESTERN VICTORIA
An Australian Government Initiative

Coming soon



- MyMedicare **Medicare Web Services** integration!
 - Enrolment management
 - Registration check

1

MyMedicare details

2

MyMedicare registration check

MyMedicare details

MyMedicare registration check

MyMedicare details

MyMedicare registration check

MyMedicare details

MyMedicare registration check

MyMedicare details

MyMedicare registration check

MyMedicare details

MyMedicare registration check

MyMedicare details

MyMedicare registration check

Database Search – Run an SQL query

Queries for patients to benefit from MyMedicare registration

Click in the left hand column to see a description of the query and how to modify the query to suit your search. Right-click in the right column and select **Save Link as** or **Save Target as** to save the script file.

Your browser may alert that the file type, .sql, presents a security risk. You can safely download these files. Save the SQL file to the Bp Premier supplied queries folder on your workstation.

Query	Download link
Active patients using the definition 2 F2F visits within 24 months	Download here
Patients that have been billed a telehealth consult item, searched by item numbers	Download here
Patients that have been billed a telehealth consult item, searched by description	Download here
Patients that have been billed for chronic disease management items, searched by item numbers	Download here
Patients that have been billed for chronic disease management items, searched by description	Download here
Patients with a Telephone Consultation in the last month or period	Download here
Patients with a Nursing Home Visit in the last period	Download here
Patients who reside in an Aged Care Facility	Download here
Patients who are due for a Care Plan review	Download here
Active Patients marked as registered for MyMedicare	Download here

[Database Search: Patients who can benefit from MyMedicare](#)

Communicate with your patients your way

MyMedicare Awareness and Bp Comms

If you are a Bp Comms user, you may wish to create Bp Comms SMS templates for communicating MyMedicare registration awareness to patients you've identified would benefit from registration.

To create a Bp Comms template, go to **Setup > Configuration > Templates > Add**.

[This article explains in detail how to create a Bp Comms template.](#)

Health awareness messaging to follow up registration example

For example, you could [run a search from one of the suggested queries in this article](#), [invite those patients to register your practice as their preferred practice in MyMedicare](#), and follow up the invitation with messaging to remind the patient to check their MyGov or Medicare App before the invitation expires (one month).

The screenshot shows the 'Configuration' window with a sidebar on the left containing icons for Lists, Reminders, MIMS, Care Plans, Email, Bp Comms, and Templates. The 'Bp Comms templates' section is active, displaying a table of existing templates and an 'Add Bp Comms Template' dialog box. The dialog box has a 'Name' field with 'MyMedicare Registration Awareness' and a 'Type' dropdown menu with 'Search Utility' selected. The message body contains a template with patient details and a link to register. The 'Type' dropdown is highlighted with a red box.

Name	Type
Overnight Appointment Reminder	Appointment
Clinical Reminder Message	Clinical Reminder
Results Requiring an Appointment	Result
Message from Patient Clinical Record re: St Patient Record	
Message about Change of Practice Hours - Search Utility	

Add Bp Comms Template

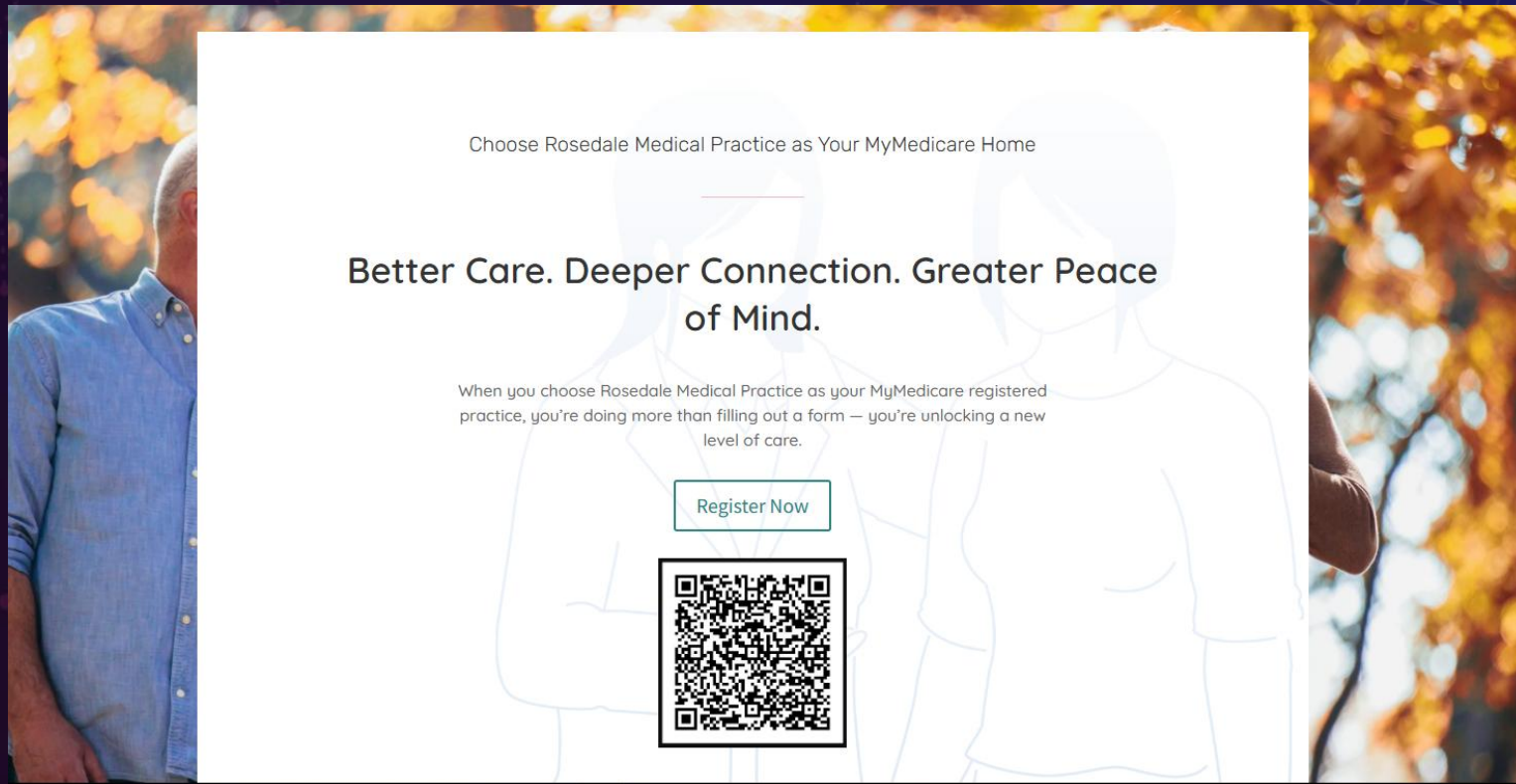
Name: MyMedicare Registration Awareness Type: Search Utility

<PtFirstName>, as a regarded member of our practice, Smith Street Doctors is inviting you to register us as your preferred practice in the new MyMedicare voluntary patient enrolment program. MyMedicare registration benefits include access to longer telehealth appointments and chronic disease management. Accept your registration through the Medicare app or MyGov now, or contact us for more information. {Optout} <UserPhone> - Do not reply

Approx characters: 439 Multiple SMS credits may be required to send this message

☐ Set as default template for this template type ☐ Template text can be edited before sending

Set the tone for MyMedicare




Choose Rosedale Medical Practice as Your MyMedicare Home

Better Care. Deeper Connection. Greater Peace of Mind.

When you choose Rosedale Medical Practice as your MyMedicare registered practice, you're doing more than filling out a form — you're unlocking a new level of care.

[Register Now](#)



Learn from others



my medicare
HOW TO REGISTER

VIA MEDICARE APP

1. LOG INTO THE MEDICARE APP
2. UNDER SERVICES
3. SELECT MY MEDICARE
4. SELECT START
5. SEARCH KAMBU HEALTH
6. SELECT YOUR GP
7. REVIEW AND SUBMIT

VIA MY RVV

1. LOG ONTO MYRVV
2. SELECT MEDICARE
3. SELECT MY MEDICARE
4. REGISTER FOR MY MEDICARE
5. SELECT START
6. SEARCH KAMBU HEALTH
7. SELECT YOUR GP
8. REVIEW AND SUBMIT

kambu

HOW TO REGISTER FOR MYMEDICARE USING THE EXPRESS PLUS MEDICARE APP

Step 1. Download the Express Plus Medicare App	Step 2. Sign in by linking your account to mygov	Step 3. Select MyMedicare under Services	Step 4. Register for MyMedicare by following the prompts
			



Register with us for MyMedicare.

- ✓ Start online and let our staff finish it.
- ✓ Start intake, you complete and consent online.
- ✓ Fill in a form at the practice, and our staff will complete for you in MyMedicare.

MyMedicare

Eastbrook clinics have joined the MyMedicare community and we want you to join us too!

REGISTER ONLINE

my medicare

my medicare

Access more care tomorrow, register for **MyMedicare** today!

Register now



my medicare

Did you know that seeing the same GP regularly can lead to better health outcomes?

my medicare Australian Government

REGISTER FOR MYMEDICARE NOW TO UNLOCK ENHANCED HEALTHCARE FOR YOU AND YOUR FAMILY!

Benefits include:

- Government funding for superior care
- Formalised relationships with your practice & GP
- Extended telehealth consultations
- Seamless communication between health professionals

Join The Madison Medical Practice today - Quick and easy registration!

Register Now →



my medicare

We have joined the MyMedicare community and we want you to join us too.

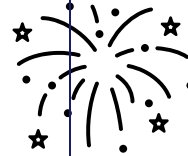
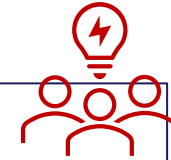


Adopt a Quality Improvement Approach



Quality Improvement Activity (PDSA) – Plan, Do, Study, Act MyMedicare	
PLAN: What are our goals: <ol style="list-style-type: none"> 1. Increase staff understanding of MyMedicare 2. Increase patient awareness of MyMedicare 3. Increase patient registrations 	
IMPROVEMENT IDEAS from the team: eg Keep the ideas coming 😊	
<ol style="list-style-type: none"> 1. Add MyMedicare as an agenda item for clinical meeting. 2. Add resources on website and direct patients to download. 3. Add Social Media post for patients. 4. Source posters and brochures for waiting room. 5. Add registration link to online booking system. 6. Add information to on-hold message. 7. QR code at the front desk 8. ? 	
DO: Which ideas will we try?	Staff involved All doctors, nurses, MPA, Managers
STUDY: How will we measure our progress eg: Improve the number of registrations received and processed for our active patients.	
 <p>'Active' patients versus MyMedicare registered patients</p>	
ACT (Reflection): Is the change working? If not what else could we try to make this work more effectively:	
Team leading this QI:	

Your Dialogue & Ideas:



 *Bp Premier*
SUMMIT 2025

Questions & Answers



Let's stay connected!

katrina@trainitmedical.com.au

www.trainitmedical.com.au

courses.trainitmedical.com.au

Facebook & Instagram: [trainitmedical](#)

[Linked In](#): Katrina Otto



With gratitude

Thank you for joining us!



Our Bp Summit
Presentations
and Resources are available
via our Knowledge Base

Putting
MyMedicare into
Practice

Katrina Otto