

# *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 map, likely a star chart or celestial globe projection. It features a dark blue background with numerous white stars of varying sizes and patterns of thin white lines connecting them to form constellations. Various constellation names are written in small, light-colored text throughout the map, including 'CORONA-BOREALIS', 'ALPHEGGA', 'BOOTES', 'DELPHINUS', 'SAGITTA', 'ALBIREO', 'CEPHEUS', 'URSA MINOR', 'MIZAN', 'CORONA-BOREALIS', 'ALPHEGGA', 'SERPENS', 'CORONA-BOREALIS', 'ALPHEGGA', 'MIZAN', 'CORONA-BOREALIS', 'ALPHEGGA', 'SERPENS'. The map is oriented with North at the top, indicated by a small 'N' symbol on the right side.

# *BpPremier* SUMMIT 2025

## **Navigating MyMedicare**

Marg Windsor & Katrina Otto

# Navigating MyMedicare



**Katrina Otto**

Katrina Otto is a leading practice management consultant and medical software trainer with decades of experience leading improvements across diverse healthcare settings. Katrina specializes in optimizing IT systems, improving data quality, and enhancing patient engagement.



**Margaret Windsor**

Margaret Windsor (Marg) is a highly experienced Registered Nurse with 30 years of experience in primary health care, clinical settings, and healthcare management. She is committed to improving health equity and delivering high-quality care to diverse populations.

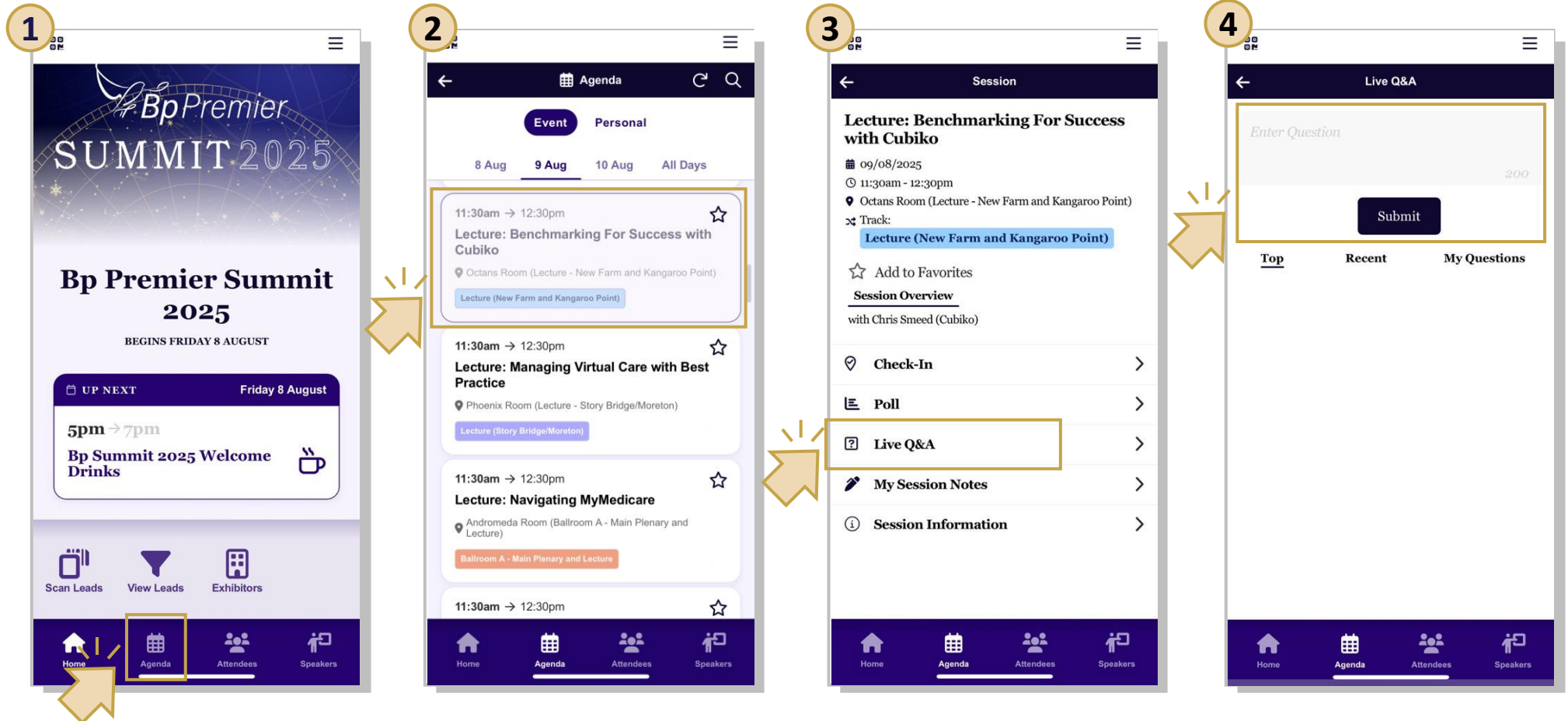


# BpPremier SUMMIT 2025

Ask any questions  
using The Event App



Download the app  
By scanning the QR code



A detailed background image of a celestial constellation map, likely a star chart or celestial globe projection. It features a dark blue background with numerous white stars of varying sizes and patterns of thin white lines connecting them to form constellations. Various constellation names are written in small, light-colored capital letters throughout the map, including 'CORONA-BOREALIS', 'ALPHECGA', 'BOOTES', 'DELPHINUS', 'SAGITTA', 'ALBIREO', 'CEPHEUS', 'URSA MINOR', 'MIZAN', 'CORONA-BOREALIS', 'ALPHECGA', 'SERPENS', 'CORONA-BOREALIS', 'ALPHECGA', 'MIZAN', 'CORONA-BOREALIS', 'ALPHECGA', 'SERPENS'. The map is oriented with North at the top, indicated by a small 'N' symbol on the right side.

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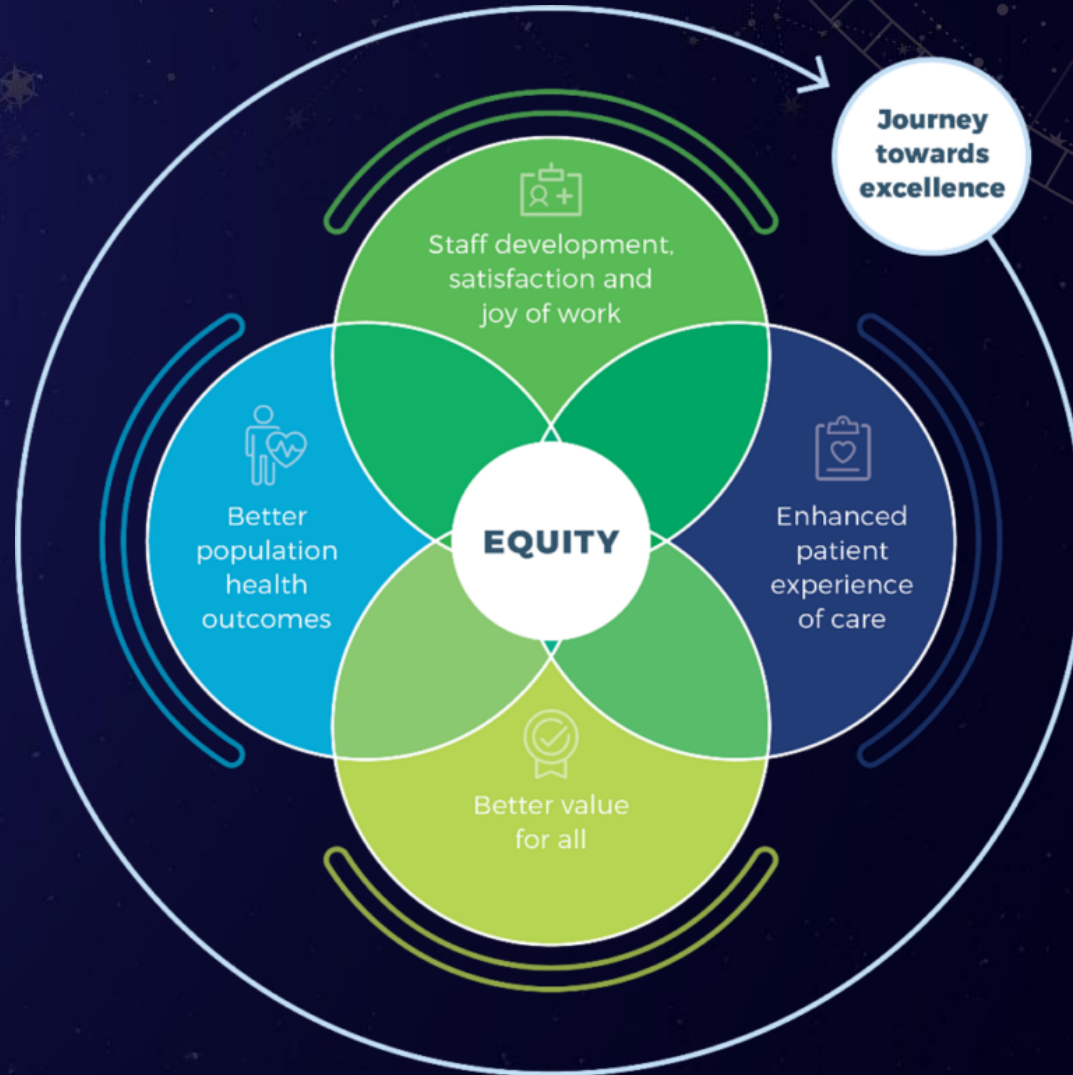
## **Navigating MyMedicare**

Marg Windsor & Katrina Otto

# Learning Objectives

1. Positively Lead the Change
2. Break down common roadblocks
3. Understand HPOS & PRODA and how they fit into MyMedicare & GPACI
4. Use Bp tools for MyMedicare success

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**SUMMIT 2025**

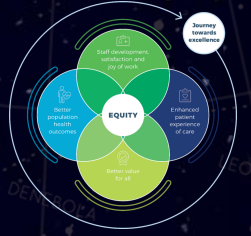


Navigating MyMedicare

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# The Quintuple Aim & MyMedicare



## **Patient experience**

Education, communication, understanding the why, expecting contact, expecting preventive healthcare.

## **Population Health**

Who is registered, seeing who is a regular patient and could be registered, all our patients with chronic conditions.

## **Lower Costs**

Removed inefficiencies, knowing our patients are registered so we don't get exceptions, reduced admin costs.

## **Clinician Well-being**

Training and development of resources so staff are confident with communicating the why. Clinicians' satisfaction from continuity of care, regular patients, visibility of improved health outcomes and preventable hospitalisations.

## **Health Equity**

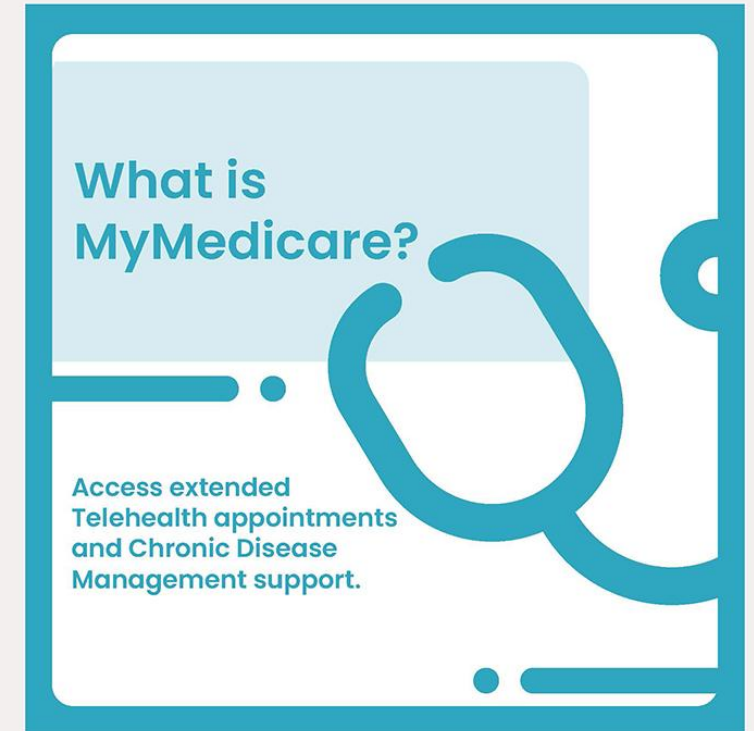
Appropriate resources and communication e.g. Information in other languages, staff trained in cultural competency, aboriginal art for welcoming environment. Ensuring all patients are aware and encouraged to register.



# Explain MyMedicare

MyMedicare is a voluntary registration model designed to strengthen the relationship between patients, their preferred GP and practice.

Aims to improve continuity of care and patient outcomes by encouraging patients to register with their preferred general practitioner and practice.



Goonellabah Medical Centre

# What's in it for my patients and practice?



Continuity of Care



Access to New MBS Item Numbers

# What's in it for me and my patients?



*“MyMedicare will provide practices with better information about their regular patients and will give patients and their care team access to new MBS items and blended funding tailored to patient health needs.”*

NACCHO



# MyMedicare Timeline



## Benefits

1. General Practice Aged Care Incentive
2. Chronic Condition Management
2. New blended funding models
3. Triple Incentive
4. Longer telephone consultations



## Barriers

1. Patients registered elsewhere
2. Navigating PRODA
3. Registering Providers
4. Multiple Locations
5. Staff unwilling to participate



*“We have many patients who are displaced with long mental health histories who often can only have phone calls and require a lot of time. This is very beneficial for those patients.”*

Practice Manager



# How do you know if your patient is already registered?

1. Check demographics in Bp
2. My Health Record
3. PRODA > HPOS  
Import your patient list

**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: 0411111111 Contact via:  
E-mail: reuben.dean@emailaddress.com

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)

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

General notes:  
Appointment notes:  
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

# My Health Record – greater use, greater benefits

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		My Medicare 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

https://kb.bpsoftware.net/bppremier/Spectra/Integrations/MyHealthRecord/MyMedicareDocRetrieval.htm

BpPremier Spectra

Home / Clinical / My Health Record / Retrieve MyMedicare Documents from My Health Record

## Retrieve MyMedicare Documents from My Health Record

This article describes how to access and retrieve a patient's MyMedicare registration documentation 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.

Visit the website of the [Department of Health and Aged Care](#) to learn more about MyMedicare eligibility, registration, and benefits.

### 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.

- From inside the patient record, select **My Health Record > View Document List**, or click the **My Health Record** button. The Document List will appear.

My Health Record - Mr Reuben T Dean

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Superseded Removed

Open Save History Supersede Access Code

Close

# Understand HPOS & PRODA and how they fit into MyMedicare & GPACI

1. Add your practice to PRODA
2. Link your practice to HPOS
3. Add your practice to the Organisation Register
4. Add a practice location as an Organisation Site
5. Add providers to the Organisation Site Record
6. Activate MyMedicare Program.





# Communication matters

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](#)



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# BpPremier SUMMIT 2025

Home / Medicare and DVA / MyMedicare / MyMedicare Awareness and Bp Comms

## MyMedicare Awareness and Bp Comms

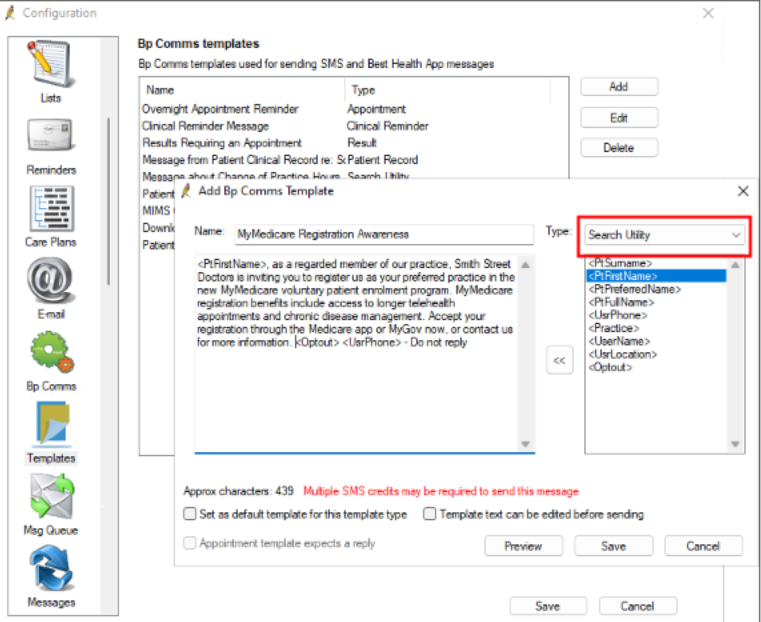
If you are a Bp Comms user, you may wish to create Bp Comms SMS templates for communicating MyMedicare registration awareness to patients you've identified would benefit from registration.

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).



**Configuration**

**Bp Comms templates**  
Bp Comms templates used for sending SMS and Best Health App messages

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	

**MyMedicare Registration Awareness** (Selected)

Name: MyMedicare Registration Awareness Type: Search Utility

<P.FirstName>, 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} <U.Phone> - 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

☐ Appointment template expects a reply

Preview Save Cancel

## MyMedicare Awareness and Bp Comms

Navigating MyMedicare

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QRD97





# Lead with Positivity

MyMedicare can feel like a mess – or a moment.  
It's your leadership that makes the difference!



# Questions & Answers



# Thank you

[katrina@trainitmedical.com.au](mailto:katrina@trainitmedical.com.au)

[margwindsor@westnet.com.au](mailto:margwindsor@westnet.com.au)

[www.trainitmedical.com.au](http://www.trainitmedical.com.au)

[courses.trainitmedical.com.au](http://courses.trainitmedical.com.au)



**Katrina & Marg**



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