

MyMedicare patient registration workflows using the newest technology

Let GoShare do the work for you

Easily identify patients who are eligible for voluntary registration

On 1 November 2023, [voluntary patient registration](#) was introduced to formalise the relationship between general practice teams and their patients to improve patient continuity for better health outcomes.

This mini-quality improvement activity is designed to help you easily identify eligible patients for MyMedicare registration and prepare your practice for changes to Chronic Conditions Management MBS item numbers that will occur in November 2024.

By identifying eligible patients using your practice software, patients can be sent information directly about MyMedicare registration, reducing the administrative burden for healthcare staff and enhancing current workflows.

Healthily GoShare Voice is a ground-breaking solution that revolutionises patient education and support through advanced conversational Voice AI technology. This innovation enables automated outbound phone calls with patients to provide relevant health information and support.

The GoShare platform sends a personalised SMS to identified patients and includes names and contact details of the practice sending the message. **The SMS provides a direct link to information about MyMedicare and to the MyGov registration page.**

Patients who do not respond to the test message will receive a phone call delivered via Healthily GoShare Voice using AI natural language chatbots. GoShare Voice will talk patients through registration options and gives patients the opportunity to ask questions or choose an opt out option.

MyMedicare patient education and enrolment process

1. Targeted communication



GP Practices identify eligible patients.

2. Link to information sent via SMS



GP Practices send their patients an SMS with a link to a content bundle with information about:

- » What is medicare
- » The benefits of MyMedicare
- » How to register

Patients can reply stop to opt out.

3. Phone call 'heads-up' SMS



Patients that **do not** tap the link in the first SMS receive a SMS to let them know that they will receive a phone call from a digital assistant.

4. AI phone call



Patients receive a **phone call from a digital assistance** explaining:

- » What is MyMedicare
- » The benefits of MyMedicare
- » How to register

Patients can reply stop to opt out

Northern Queensland PHN (NQPHN) are offering free access to GoShare technology, giving your practice a head start on the MyMedicare patient registration process.



Please register your interest at forms.office.com/r/3C3RhKQaLX or by scanning the QR code.

If your practice has not yet registered to MyMedicare and needs support, please contact our Digital Health Officer Alexander Mathias at email digitalhealth@nqphn.com.au