



# GoShare Voice

**phn**  
NORTHERN QUEENSLAND  
An Australian Government Initiative

## Upcoming Chronic Conditions Management changes

Give your practice a head start with GoShare technology



Northern Queensland Primary Health Network (NQPHN) are offering practices a limited number of free packages to GoShare technology, to give your practice a head start!

Whilst still subject to the passing of legislation, MyMedicare is an important element of planned changes to existing Chronic Disease Management in 2025. 'Chronic Conditions Management (CCM) MBS item changes recommended by the MBS Review Taskforce are the first major change to chronic disease management in 20 years.

Chronic Conditions Management was originally scheduled for 1 November 2024, but an extension has been granted to support all practices and providers, including GPs and allied health providers, in preparing for the upcoming changes to these important services.

NQPHN and Healthily GoShare have designed a Recall and Reminder activity to help general practices prepare for changes to Chronic Conditions Management MBS item numbers.

By identifying eligible patients using your practice software, patients can be sent information directly about why it is important for patients with chronic and/or complex conditions to have more regular reviews and ongoing care.

By preparing early, practices can start to streamline communication with their patients to encourage continuity of care.

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 Chronic Conditions management.

Patients who do not respond to the text 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.

**Limited packages are available, so don't miss out!**

### Next steps...

To register your interest, please [click here](#) or scan the QR code.

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

