

Step by Step: Understanding Patient Registration Guide for Practice Staff

Once you have completed your Organisation Registration, you will have access to MyMedicare and be ready for patient registration.

Step 1 - MyMedicare Attributes

- Directors who have been assigned to owner-access attribute will automatically have the MyMedicare attribute added.
- Other organisation members will need to have the attribute assigned which can be added by a director or member with owner-access.
- Members will also need HPOS-Access attribute assigned to access HPOS on behalf of the organisation in PRODA.

If you are unable to access the MyMedicare Program

- Check the Organisation Site is active and has added MyMedicare under the Program Registration tab in the Organisation Register.
- Check the user has been assigned the following attributes for the Organisation in PRODA:
 - HPOS Access
 - HPOS-My Medicare Program Staff

Step 2: Accessing the MyMedicare Program

To access the MyMedicare Program Tile:

- Log into PRODA.
- Under linked services, select *Health Professional Online Services (HPOS)*.
- Select the Organisation in PRODA you are acting on behalf of in HPOS and select *continue*.
- The HPOS home page will be displayed, in the top right-hand corner your name & organisation you are acting on behalf will display.
- Select the *My Program tile*.
- Select the *My Medicare tile* and the patient list will display.

Step 3: Patients Registration for MyMedicare

There are three ways that patients can register:

- Patients can register via Medicare Online Account or Express Plus Medicare Mobile app.
- Practices can register patients which triggers a registration in patients Medicare Online Account or Express Plus Medicare Mobile App.
- Practices can provide patient with a hard copy registration form which patients can fill in and input into HPOS.

Register a Patient via Find a Patient tile in HPOS

If you have an individual PRODA account, you can use Find a Patient tile if either:

- You have a Medicare provider number.
- You're delegated access by someone with a Medicare provider number ie: if your GP has delegated to you to act on behalf of their PRODA access.
- If you are part of an organisation PRODA account, such as a hospital your organisation's administrator will need to link HPOS to your organisation in PRODA and add you as a member of the organisation PRODA account.

Hard Copy Patient Registration Form

- Once a patient has completed the form, enter the patient information collected on the form into the MyMedicare system to complete registration.
- Keep a copy of the signed form with the patient's clinical records.
- Mark in the demographics field in notes MyMedicare registration completed 2023.

MyMedicare Patient List

MyMedicare patient list allows you to:

- create, amend, withdraw and delete patient registrations.
- view current and pending patient registration.
- export complete and pending registrations.
- manage patient registration preferences.

Information and Helpful Links

- [More information Understanding Management Attributes](#)
- [Managing organisation members & delegates learning module](#)
- [Organisation Register -PRODA Attributes at a glance- 1 pager](#)
- [MyMedicare - How to find a patient using HPOS- 1 pager](#)
- [MyMedicare - Managing patient registration - 15 min learning module](#)
- [Dept of Health & Aged Care - Patient Resources & providing MyMedicare information to patients](#)
- [Patient Registration - hard copy form](#)

Primary Care and Chronic Disease Team

Shelly Reynolds (PCCD Senior Manager)

Central West Region

E: Shelly.Reynolds@wqphn.com.au

Amber Scott (South West Coordinator)

E: Amber.Scott@wqphn.com.au

Roderick Wright (First Nations

Practice Support Coordinator)

E: Roderick.Wright@wqphn.com.au

Sarah Carige (North West Coordinator)

E: sarah.carige@wqphn.com.au