

# PERFECT PATIENT REGISTRATION

Protect your patients from losing access to the care they need and trust

# A Request to Register

At the end of CDM consult (1 - 2 mins)

1 - Introduce	2 - List Benefits	3 - Ask
<p>Before we go Betty, have you heard about Voluntary Patient Registration?</p> <p>The government has introduced a new system where you can register with a clinic and we'd like you to consider registering with us.</p>	<p><b>The benefit for you is:</b> you can continue seeing us for these appointments AND you'll get access to rebates for longer consults.</p> <p><b>The benefit for us is:</b> we can better coordinate your care and help you continue to make great decisions.</p>	<p>I can assist you to register right now.</p> <p>How do you feel about that?</p>



**To Patient:** Let's talk to reception and get you registered.

**To Admin:** Hi Luka, can you assist Betty to register as a patient of this clinic please.



**To Patient:** Take this handout, have a read. You can even call reception tomorrow and register if that suits you.

**To Admin:** Hi Luka, can you give Betty a call in a couple of days to confirm whether she would like to register as a patient at our clinic.

# Voluntary Patient Registration - FAQ Sheet

## What is Voluntary Patient Registration?

Voluntary Patient Registration (VPR) is a new way to connect patients with their regular GP and clinic. If you join, your choice of clinic will be saved in your online health record so everyone who treats you knows your main doctor.

## How does it benefit me to register with a clinic?

- **Continuity of Care:** Being registered means you'll likely see the same GP or team of healthcare providers. They get to know you, your medical history, and your preferences over time. This can lead to more personalized and effective care.
- **Better Health Monitoring:** With regular visits to the same clinic, any changes in your health can be more easily tracked & addressed.
- **Efficient Healthcare:** With a record of your health history at the clinic, you may avoid repeating tests and procedures, which can save time and money.
- **Enhanced Coordination:** If you need to see specialists or get other services, your home clinic can help coordinate those referrals and share vital medical information with other providers.

## Will I lose anything if I register with a clinic?

- You will be able to receive access to all Medicare rebates at your 'home' clinic. Rebates for some consultation types, such as longer telephone consultations, will also only be available for your home clinic.
- Chronic Disease Management and Health Assessments will all be available at your home clinic only (nowhere else will be able to provide this care).

## What if I want to see another clinic for care?

- You are able to see any clinic for urgent care without any barrier, and Medicare rebates will still apply to these consults.
- Any clinic can provide care related to an injury that requires attention or a consultation for a prescription.



## To Remember

**1**

**Protect your patients**

**2**

**Demonstrate clinical leadership**

**3**

**Be kind to future you**

# Notes

