



Australian Government

Department of Health and Aged Care

MyMedicare: "About You" Voluntary Patient Information

Dear Practice Manager,

From 6 April 2024, the Department of Health and Aged Care (the department) will introduce the ability for patients to provide additional information about themselves as part of their MyMedicare registration, should they choose to. The "About You" questions will enable patients to voluntarily provide information about themselves including whether they identify as First Nations, have a disability and/or have a cultural and linguistically diverse (CALD) background. There is also a question about their gender and sexual orientation. Patients will have the option to provide answers to the voluntary questions when registering for MyMedicare using a registration form or registering through Medicare Online Services.

The design process for MyMedicare identified broad support to ensure patients were given the opportunity to provide more detail around their individual circumstances and manage this information through their MyMedicare registration. User experience testing showed that most patients were comfortable with sharing this information and recognised the benefits of doing so. The "About You" questions were developed in collaboration with the University of Sydney, LGBTIQ+ Health Australia, and the Australian Bureau of Statistics.

The voluntary provision of personal information by patients will not change the way in which practices manage MyMedicare registrations. The information provided will enable the Government to further understand how people from population groups access health services and identify service gaps for specific high-risk populations and regions. This information could then be used to inform policy and program design, enabling the department to better target resources, communications strategies and support.

Opportunities to address service gaps identified through the MyMedicare design process include:

- First Nations people generally face challenges in accessing appropriate and culturally safe care, leading to poorer health outcomes compared to other Australians.
- People from CALD backgrounds encounter language, cultural, and other barriers when seeking healthcare.
- Individuals with disabilities are more prone to chronic and preventable diseases, encounter obstacles in accessing suitable care, and have a shorter life expectancy than other Australians.
- LGBTIQ+ individuals continue to encounter barriers, including attitudinal challenges, when accessing quality healthcare.

Collecting voluntary patient information is an important step to ensuring the MyMedicare system and associated programs are implemented in a way that provides the highest benefit to Australians, aligning to the Government's commitment to reform primary care.

Practices will not have the ability in the MyMedicare system to change answers to the "About You" information provided by the patient. However, practices will have the ability to remove existing answers to the "About You" questions if requested by the patient. Practices cannot add responses to the "About You" voluntary patient questions for patients already registered in MyMedicare.

The "About You" voluntary patient questions will be automatically added to the MyMedicare registration of existing patients, with the default response set to 'blank'. Patients can choose to answer these questions in their MyMedicare registration, select "prefer not to answer," or opt out of providing a response.

Where patients have provided answers to the "About You" questions on the MyMedicare registration form, practices need to record these answers in the 'Demographics' section in the MyMedicare patient registration screen in their MyMedicare system.

From 6 April 2024, updated practice registration forms can be accessed from the MyMedicare website [MyMedicare Registration Form | Australian Government Department of Health and Aged Care](#). Hardcopies of the updated registration forms can also be ordered from the MyMedicare website.

Thank you for your time and your ongoing support of the MyMedicare program. For further information please contact MyMedicare@health.gov.au.

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MyMedicare
Primary Care Delivery Branch