# Chronic Conditions Management – Staff Scripts

Below are suggested scripts you may want to use when communicating with patients about **Chronic Condition Management Plans** and **MyMedicare**. Feel free to adapt these to suit your practice and patient cohort.

### 📞 Phone Script – Patient is eligible for a new GPCCMP

**Hello, this is [Your Name] from [Practice Name]. I’m calling to check in with you about your ongoing care.**

If you’re living with a chronic health condition which is something that affects your health for six months or more, you may be eligible for a **Chronic Condition Management Plan**.

This plan helps us take a proactive approach to managing your health. It looks at your health needs, what we’ll do to support you, and steps you can take to stay well. The plan is reviewed regularly to assess your progress, review your symptoms, and update your care as required.

You may also be eligible for **up to 5 Medicare-subsidised visits per calendar year** to allied health professionals, such as a podiatrist, physiotherapist, dietitian, or a diabetes educator.

We would also like to invite you to register with **MyMedicare**, a government initiative that strengthens your connection with us as your usual general practice.

Would you like me to book a longer appointment to begin your **Chronic Condition Management Plan** or I can send you more information?

### 📞 Phone Script – Patient is currently on a GPMP/TCA

**Hello, this is [Your Name] from [Practice Name]. I’m calling to check in with you about your ongoing care.**

As you’re living with a chronic health condition you are currently on a GP Management Plan (Care Plan) that helps us take a proactive approach to managing your health. We have also done a Team Care Arrangement for you that allows you to access up to 5 Medicare-subsidised visits per calendar year to allied health professionals, such as a podiatrist, physiotherapist, dietitian, or diabetes educator.

From 1 July these two documents will be combined into one document which is now called a GP Chronic Condition Management Plan. The new plan still looks at your health needs, what we’ll do to support you, and steps you can take to stay well. We will review the plan regularly to check on your progress, review your symptoms, and update your prescriptions and other care needs as required.

**You will still be able to access your 5 Medicare-subsidised allied health visits per calendar year and the current referrals you have to your allied health providers are still valid.**

We would also like to invite you to register with **MyMedicare**, a government initiative that strengthens your connection with us as your usual general practice.

Would you like me to book a longer appointment to update your plan, or I can send you some more information?

### 📱 SMS Script

Hi [First Name], if you have a chronic health condition, you may be eligible for a Medicare-funded **Chronic Condition Management Plan** with your GP at [Practice Name]. You may also be eligible for **up to 5 Medicare-subsidised visits per calendar year** to allied health professionals, such as a podiatrist, physiotherapist, dietitian, or diabetes educator.

Ask us about starting your plan and **registering with MyMedicare** to support ongoing care. Call [Phone Number] or visit [Website URL].

### 📧 Email Script

**Subject:** Support Your Health with a Care Plan & MyMedicare Registration

Hi [First Name],

If you’re managing a **chronic health condition** (lasting 6 months or more), we can support you with a **Chronic Condition Management Plan (Care Plan)** here at [Practice Name].

This plan helps you and your GP manage your condition together. It includes:

* Your health needs and goals
* What we’ll do to help
* Actions you can take to stay healthy

The plan is reviewed regularly to assess your progress, review your symptoms, and update your care as required.

You may also qualify for **up to 5 Medicare subsidised visits per calendar year** to other health professionals, like a diabetes educator, physiotherapist, podiatrist, or dietitian.

We also recommend registering for **MyMedicare**, a new government program that formalises our relationship as your regular general practice—so we can coordinate your care more effectively.

**Interested?**  
Please reply to this email, call us on [Phone Number], or book online at [Website URL].

Warm regards,  
[Your Name]  
[Practice Name]

### 🌐 Website Text

**Chronic Condition Management & MyMedicare**

Do you have a chronic health condition that lasts six months or more?

At [Practice Name], we offer **Chronic Condition Management Plans** to help you manage your health with the support of your GP and care team.

Your Chronic Condition Management Plan includes:

* Your health needs
* How we’ll support you
* Steps you can take to stay healthy
* You may also be referred to other providers like diabetes educator, physiotherapists, podiatrists, or dietitians, with up to 5 Medicare subsidised visits available per calendar year.

We will review your **Chronic Condition Management Plan** regularly to make sure you are well and on track.

We also recommend **registering with MyMedicare**, a free government initiative to formalise our ongoing care relationship and make sure you get coordinated, continuous support.

Ask us about a Care Plan and MyMedicare at your next visit, or [Book Online Now].

***Source*** *- based on materials from WentWest, operating as Western Sydney Primary Health Network*