



Consumers
Health Forum
of Australia

Representing consumers on national health issues

High Speed Broadband Applications in the Home: *Health*

*ACCAN National Conference: Our Broadband Future
September 2011*

*Anna Wise
Senior Policy Manager*

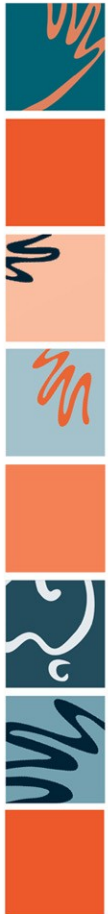


Benefits of the National Broadband Network: PCEHR Participation

- Studies show that consumers support the PCEHR once they understand its benefits to them
- Key components of an effective implementation of PCEHR include:
 - Active consumer engagement and involvement in managing the PCEHR
 - Consumer entered information
 - Easily accessible information

Why eHealth?

- Our health system is fragmented and under stress
- eHealth and PCEHRs can be the 'digital glue' for our health system
- Consumers are wary but interested in the benefits of eHealth and PCEHRs
- eHealth can achieve essential reform in information exchange across the health sector and between providers and consumers.

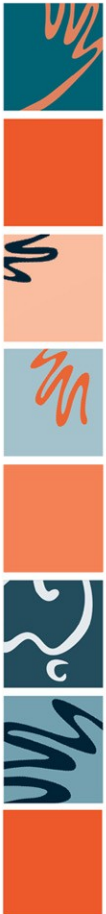




Consumers
Health Forum
of Australia

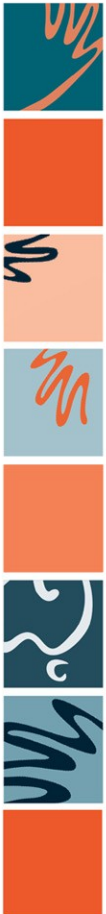
Benefits of the National Broadband Network: Telehealth

- Rebates to provide telehealth services in general practices, aged care facilities, Aboriginal Medical Services and certain other non-medical facilities have been announced
- This may address some access barriers for Australians in rural and remote areas



Benefits of the National Broadband Network: Telehealth (Continued)

- Telehealth could also be used for:
 - transmission of medical images or data for diagnosis
 - remote patient monitoring / follow-up
 - sharing health services or distance education via video conferencing
 - advice on disease prevention
 - online information and health data management
 - healthcare system integration




Benefits of online tools and personal applications

- Consumer demand for health information is leading to growth in online tools and personal applications
- Consumers are using these tools to self-manage
- These tools combine a tailored (flexible) approach with low costs



Consumer benefits of health promotion portals and gateways

- 
- Health promotion portals and gateways focus on prevention, wellness and the informed consumer
 - They provide links to sites that have been assessed according to particular quality criteria



Consumers
Health Forum
of Australia

Other emerging trends that may benefit health consumers

- Accessible diagnosis tools
- Accessible symptom interpretation guides
- Skill building and appraisal tools, such as *The Discern Handbook: Quality Criteria For Consumer Health Information On Treatment Choices.*





Consumers
Health Forum
of Australia

Our health, our community

www.ourhealth.org.au



Our Health Our Community

Our Health Our Community

Consumers
Health Forum
of Australia

[Complete The Survey](#) 

[Read More About The Project](#)

[Visit The CHF Website](#)

Have a Say in Your Health System



Australia's health system is undergoing major changes to deliver better healthcare for all Australians. These changes are designed to make it easier for you to access the healthcare you need, when you need it.

One of the best ways to make sure these changes deliver better care is to listen and learn from the experiences of *consumers* - the everyday Australians who use and pay for our healthcare system. We want to know what you think of the health system and how it could be improved to give you better care.



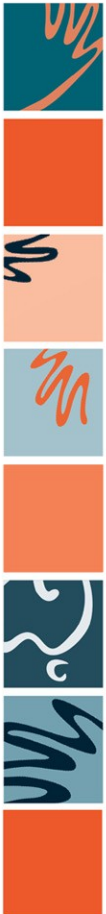
Who is CHF?

- Consumers Health Forum (CHF) is the independent national organisation representing the interests of Australian healthcare consumers, working to ensure all Australians can access quality, affordable and timely healthcare.



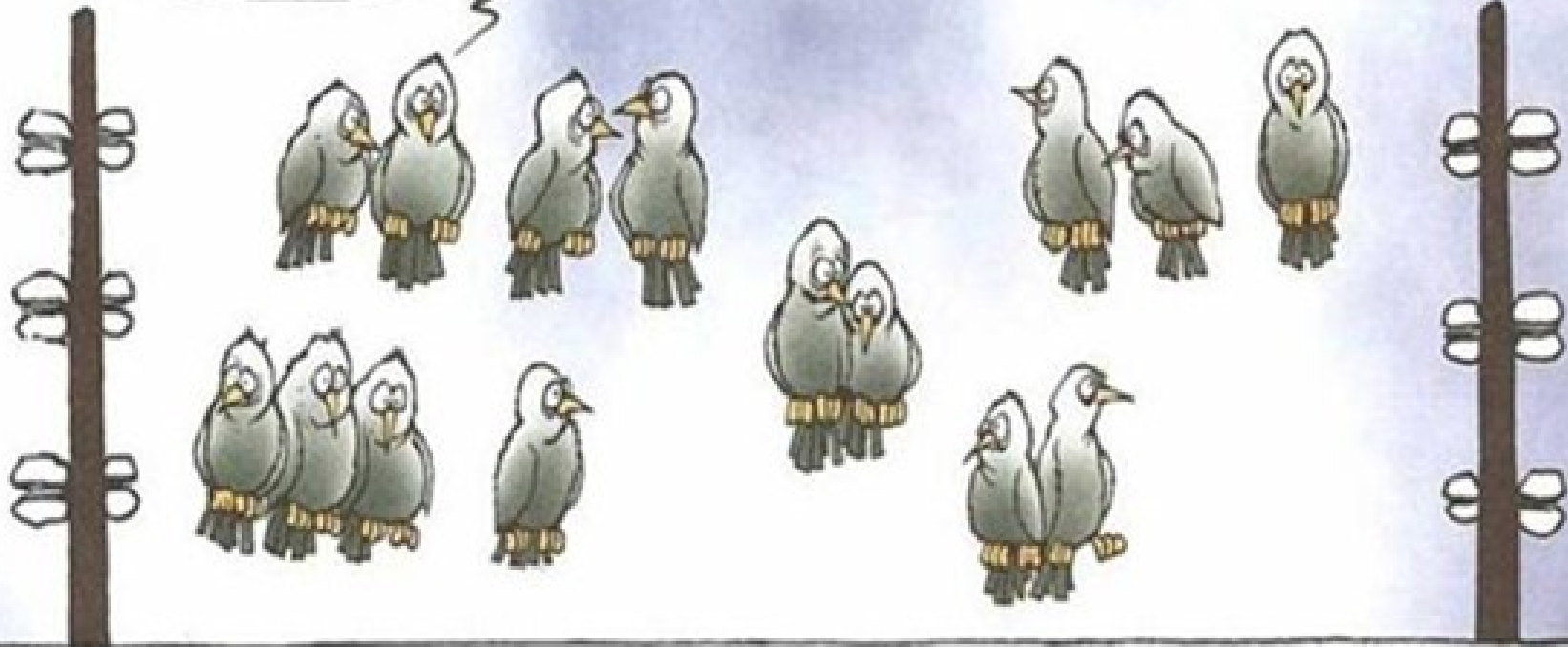
Opportunities for future innovation to benefit health consumers

- Finding new ways of making relevant, timely and accurate health information accessible
- Linking the PCEHR to internet interventions and online tools
- Enabling consumers to actively monitor their health on line and participate in the decisions about treatment responses



New technology can be confusing!

It is a bit freaky with this wireless technology



COPYRIGHT : MORTEN INGEMANN





Consumers
Health Forum
of Australia

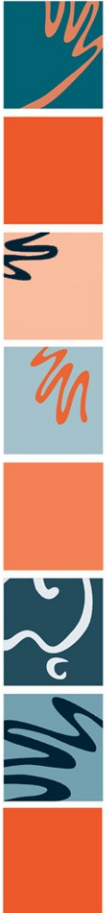
Fundamental lessons

- Actively engage with health consumers if you want them to support innovation
- Assume health consumers are more interested in real health outcomes than the nature of service delivery
- Be prepared to demonstrate the benefit of new approaches and not assume what is good for the system is good for individual consumers





Consumers
Health Forum
of Australia



info@chf.org.au

www.chf.org.au

(02) 6273 5444