



Welcome to the 'Your health. Your say.' survey

About the survey

This survey is your opportunity to have your say on what you want from a modern healthcare system. Tell us what you want, need and expect from a digitally enabled healthcare system that is focused on improving the health and wellbeing for all.

The feedback received through this survey will help to identify new ways to deliver more effective and efficient health and care, and guide the development of the National Digital Health Strategy.

Thank you for agreeing to provide your feedback!

Instructions

The survey will take approximately 15-20 minutes to complete and will be open until the end of January 2017.

A discussion paper is included with this survey for you to use as a reference if you wish.

Many questions provide you the opportunity to respond with a written answer, which may extend the time it takes to complete the survey. However, please feel free to provide short responses to express your view. Any question you prefer not to answer, or is not applicable to you or your organisation, may be skipped.

If you would like more information, have any questions, or need assistance with completing the survey, please email yoursay@digitalhealth.gov.au, or call the Agency Help Centre on 1300 901 001.

Privacy

Any personal information you provide in this survey will be used by the Agency to manage and analyse your submission for the purpose of finalising the National Digital Health Strategy. The Agency may also, where required, use your personal information to contact you to seek further information with regard to your submission. Where you consent to having your name, and the name of the organisation which you represent, made public, the Agency may disclose that information on the Agency website. For more information on the ways the Agency handle your personal information, how you can access and seek correction of the information, how privacy complaints can be made and how the Agency deals with such complaints, please see the Agency Privacy Policy on <http://www.digitalhealth.gov.au/privacy>

Please post completed surveys to

Your health Your say Survey
Australian Digital Health Agency
Level 25, 56 Pitt Street
Sydney NSW 2000

The survey is open until 31 January 2017

For the aspects of healthcare that you consider need improvement, what do you think are the barriers to improving performance in this area?

Navigating the healthcare system

We know that the Australian healthcare system is made up of multiple healthcare providers, different funding streams, and multiple programs. This complexity can be challenging for both patients and healthcare professionals trying to navigate through the system. Please complete the following...

To me, the health system is:

- Very difficult to navigate
- Somewhat difficult to navigate
- Neither difficult nor easy to navigate
- Somewhat easy to navigate
- Very easy to navigate

Describe how you have difficulty navigating the health system

Your personal health information

Everyone has personal health information that may be stored in multiple locations and in multiple ways. The following two questions relate to **what method** you use to access your personal health information, such as health records, test results, immunisation records and medications list.

How do you *currently* access your own personal health information?

Select all that apply

- Mobile app
 - Website accessed on smart phone
 - Website accessed on laptop or desktop computer
 - Television (through Smart TV application)
 - Email
 - Telephone
 - Mail
 - Fax
 - Through my healthcare provider(s)
 - Paper documents and files
 - Other (please specify)
-
- I don't access my personal health information

How would you *like* to access your own personal health information *in the future*?

Select all that apply

- Mobile app
 - Website accessed on smart phone
 - Website accessed on laptop or desktop computer
 - Television (through Smart TV application)
 - Email
 - Telephone
 - Mail
 - Fax
 - Through my healthcare provider(s)
 - Paper documents and files
 - Other (please specify)
-
- I don't access my personal health information

Accessing general health information

Everyone accesses a range of general health information such as information about conditions and treatments, healthy living advice, diet and nutrition information, and services and support. The following two questions relate to how frequently you use the various channels of accessing general health information.

How often do you *currently* access general health information using the following channels?

	Regularly	Sometimes	Rarely	Never
Mobile app	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Website accessed on smart phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Website accessed on laptop or desktop computer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Television (through Smart TV application)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Email	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Telephone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
One on one (with my healthcare provider)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Family and friends	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify below)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you selected 'Other, please briefly specify what that is.

How often would you prefer to access general health information using the following channels in the future?

	Regularly	Sometimes	Rarely	Never
Mobile app	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Website accessed on smart phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Website accessed on laptop or desktop computer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Television (through Smart TV application)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Email	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Telephone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
One on one (with my healthcare provider)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Family and friends	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify below)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you selected 'Other', please briefly specify what that is.

Digital technologies used in health and wellbeing activities

We have heard people want to use digital technologies to do a range of activities relating to their health and wellbeing.

Please indicate which of the three options best applies to you for each of the following activities below.

	I currently use a computer, smart phone, or tablet	I don't use but would be interested in using a computer, smart phone, or tablet	I don't use and don't have any interest in using a computer, smart phone, or tablet
Paying my medical and/or health bills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accessing general health information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Viewing my own health information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tracking aspects of my own health (i.e. blood glucose results)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Managing my medications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communicating with my health professional/s	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Submitting my Medicare or health insurance claims	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
One on one (with my healthcare provider)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Booking appointments with my GP or other medical specialist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Requesting refills for my prescriptions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

In recent times, digital technologies have changed the way we shop, travel, bank, and socialise. To what extent do you agree with the following statement:

Digital technology will transform and improve healthcare outcomes for Australia

- Strongly Agree
- Agree
- Indifferent
- Disagree
- Strongly Disagree

How would you like to see digital technologies change peoples' experiences of managing their health, and the way they interact with the healthcare system?

My Health Record

The Australian Government has built a system to enable Australians to have an online, personally controlled digital health record if they want one.

The My Health Record enables better access to important health information which are currently held in dispersed medical record systems around the country.

Australians who have a My Health Record are able to see their important health information, when and where they need it, and be able to share this information with trusted healthcare providers.

Do you use the My Health Record system?

- Yes
- No
- Unsure

What would you like the system to be able to do to make the *My Health Record* more useful for you?

Your experiences with the health system

We want to hear your stories about your experiences with the health system.

Describe a time when you had a positive experience with the health system. Did digital technology play a role in making that experience positive for you? If so, how?

Describe a time when you were frustrated with the health system. How do you think digital technology could have made that experience better?

Some more information about you

What is your name? *Optional, leave blank if you wish to remain anonymous*

First name _____

Last name _____

Email address: *Optional, leave blank if you wish to remain anonymous*

Gender

- Male
- Female
- Indeterminate/Intersex/Unspecified
- Prefer not to say

What is your age?

- 17 or under
- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 or over

Postcode: _____

Are you of Aboriginal or Torres Strait Islander heritage?

- No
- Yes, Aboriginal
- Yes, Torres Strait Islander
- Yes, both Aboriginal and Torres Strait Islander

Are you a carer for anyone aged 18 years or older?

- Yes
- No

Do you have any chronic conditions or problems that require ongoing medical attention?

Yes

No

How often do you see health professionals for your own care?

Once per year or less

2-4 times per year

5-11 times per year

Once per month

Every 2-3 weeks

Once per week

Twice per week

More than twice per week

Your responses

Responses to this survey may be published. Do you...?

Consent to your comments being quoted publicly, as long as you, or your organisation, are not identified

Consent to your comments being quoted publicly, and I want to be identified.

Not wish to be directly quoted.

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