



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

Being in control of your healthcare

One of the Australian Government's key aims is to empower people to be in control of their own care.

What does 'being in control of your healthcare' mean to you?

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?

Health professionals

What gets in the way of health professionals being able to connect, communicate and coordinate with the right people?

What do health professionals need to be able to effectively connect, communicate and coordinate with the right people?

Digital technologies used by healthcare professionals

We have heard healthcare professionals want to use digital technologies to do a range of activities to better support them to deliver healthcare services.

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
Sending referrals to or receiving referrals from other practitioners	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transferring prescriptions to the pharmacy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Providing interactive decision-making support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ordering pathology tests and viewing results	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ordering and viewing diagnostic imaging	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Completing event summaries such as a hospital discharge summary or specialist report	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sharing health records with my patients	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sharing health records with other practitioners	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Patient booking and scheduling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Billing and patient rebates	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Viewing and/or recording patient information during consultations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Entering patient notes after a consultation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communicating with patients before or after consultations about health-related issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accessing online clinical reference tools	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tracking aspects of my patients' health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Interaction with patients

We want to hear your stories about your interactions with patients.

Describe a situation where digital technology supported you to provide quality care to your patients.

Describe a situation you have had where you think you couldn't provide optimal care to your patients.

How do you think digital technology could have better supported the care you were able to provide?

Data, technology and improved health and wellbeing

How could data and technology be better used to improve health and wellbeing?

Innovation in healthcare

What support do entrepreneurs need to enable greater innovation in healthcare?

Priority initiative for My Health Record

What should be the immediate priority initiative for the My Health Record to ensure it delivers real value for clinicians and the public?

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

Please tell us more about your role

Which of the following best describes your profession?

- Aboriginal Health Worker
- Audiologist
- Care Worker
- Chinese Medicine Practitioner
- Chiropractor
- Dentist
- Dietitian
- Exercise Physiologist
- General Practitioner
- Occupational Therapist
- Optometrist
- Osteopath
- Medical Specialist (please specify speciality):

-
- Nurse and/or Midwife
 - Pharmacist
 - Physiotherapist
 - Podiatrist
 - Psychologist
 - Radiographer/Ultra-sonologist
 - Social Worker
 - Speech Pathologist
 - Other (please specify):
-

What is the primary setting of your workplace? Select all that apply

- General practice
 - Public hospital
 - Private hospital
 - Private rooms or clinic
 - Laboratory or radiology facility
 - Community health centre
 - Patient home or premises
 - Pharmacy
 - Aged care home
 - Other (please specify):
-

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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