E-health for the people in the centre

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CHF representing consumers on national health issues

- CHF members represent millions of health consumers
- Population groups: older people, women, culturally diverse
- Illness and self help groups: diabetes, arthritis, HIV/AIDS, prostate cancer
- Health interest groups: state, community, rural and remote, carers
Consumers shaping health in Australia

CHF priorities:

• Everyone has the right to safe, good quality health care
• Everyone needs to know how, when and why to use their medicines
• Health care works better when consumers are partners in decision making

Better health care for everyone in Australia
“I want e-health to work for everyone in Australia”.

Darwin Health Consumer
Better health care for everyone

- E-health is for everyone
- Partnerships with health providers
- E-health partnerships
- E-health is for consumers – the people in the centre
CHF and e-health

- CHF communications
  - HealthUpdate e-newsletter, website, Consumers shaping health, media
  - Policy briefings and consultation papers
- Projects involve members and consumers
  - National workshops
  - Community engagements
- Consumer representatives program
  - A trusted consumer voice on 200 committees
Partnerships with e-health stakeholders

- Identify the benefits for consumers
- Discuss potential barriers
- Negotiate around the difficulties
- Focus on the people in the centre
- Consult early, consult often
- Communicate!
“My doctors should have access when it is relevant”

Albany Health Consumer
“Information is available when and where you need it”.

Perth Health Consumer
“Online support groups help reduce my isolation”.

Melbourne Health Consumer
“I want e-health to work for everyone in Australia”.

Darwin Health Consumer
“I want **access to my** electronic health record when I travel interstate”.

Darwin health consumer
“Electronic health information will help me make decisions”.

Bendigo Health Consumer
“I still want my doctors to explain my test results”.

Canberra Health Consumer
“I am surprised that e-health has been around for many years but I have not heard of it”.

Bendigo Health Consumer
Further information

- Join CHF
- Write to CHF at info@chf.org.au or PO Box 3099 Manuka ACT 2603
- Telephone: (02) 6273 5444
- Resources available at www.chf.org.au