



Consumers
Health Forum
of Australia

Representing consumers on national health issues

E-health for the people in the centre

*Helen Hopkins
Executive Director*

*Health Informatics Conference
Melbourne 2 September 2008*



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





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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