

Senate Community Affairs Committee

ANSWERS TO ESTIMATES QUESTIONS ON NOTICE

National e-Health Transition Authority (NeHTA)

Budget Estimates 2012-13

**Question: 20**

OUTCOME 10.2: e-Health

Topic: eHealth Benefits

Senator Boyce asked:

**Do you plan to provide resources and training to fill identified gaps?**

Answer:

Resources have been developed to support a consumer's eHealth journey - from initial awareness of the PCEHR system, to engagement with the PCEHR program and finally to adoption of specific PCEHR capabilities and uses that are aimed at delivering efficiencies in, and improved safety and quality of health care.

To support consumers build awareness and understanding of the eHealth record system to effectively engage in their eHealth Journey, a wide range of resources are available. Broad National communications materials, such as key message and Frequently Asked Questions and brochures have been developed for consumers and healthcare providers, with tailored key messages for each of the target population groups. Learning modules have been developed for both consumers and providers, to support consumers and providers set up and use their eHealth record.

Those seeking information about the eHealth record system, to register or requiring support in using their eHealth record may do so via their preferred channel. An online platform has been established to support both consumer and healthcare professional self-directed learning. Nationally available phone support is available through 1800 723 471. Face to face support can also be accessed through local Medicare offices.