

Senate Community Affairs Committee

ANSWERS TO ESTIMATES QUESTIONS ON NOTICE

National e-Health Transition Authority (NeHTA)

Budget Estimates 2012-13

Question: 22

OUTCOME 10.2: e-Health

Topic: eHealth Communication

Senator Boyce asked:

Have you compared the role, meaning and effectiveness of digital and traditional communication for your potential consumers? If so, can you provide evidence of that?

Answer:

Both traditional and digital communications have been developed to support consumer needs. 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 professionals self-direct their learning. Learning modules and information about eHealth is available via eHealth.gov.au. These communication assets are also available via more traditional forms, in the way of print based materials, (nationally available) phone support through the Help Desk 1800 723 471 and face to face support from local Medicare offices and participating healthcare providers.