

Health Privacy: What Consumers Want

Jan Whitaker



Health Privacy Futures 2008
Realising the Opportunity

Brisbane - 10th and 11th November - Royal on the Park



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Health Privacy: What Consumers Want

Wants

- Trust
- Quality of Service
- Transparency
- Respect

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Trust

- Competence
- Reliability of System
- No Info Abuse
- Honesty

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Quality of Service

- Information Accuracy
- Service Provider Information
- Best Use of Taxpayer Funds

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Transparency

- System Description
- Benefits
- Side Effects
- What Information
- Accessed By Whom to Do What
- Error Management

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Respect

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Actions

- Involve
- Inform and Educate
- Listen and Respond
- Honour Wishes

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Involve

- Patients/Consumers and Carers
- Range, not average
- Record all accesses to data

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Inform and Educate

- More is better
- Right time
- Chunks
- The basics of the UPPs
- Don't assume understanding
- Examples

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Listen and Respond

- Open mind
- Individual sensitivities
- Every time – don't assume

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Honour Wishes

- Provide alternatives
- Acknowledge whole life relationships

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Ask Yourself –

If this were your loved one

- Which is the better option?
- Which respects their dignity?
- Which will keep them well?

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Thank You

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