

Developments in e-health

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What is e-health?

- Health informatics
- Digital health records
- Telehealth

Driven by:

- Technology
- Consumer demand
- Government policy

Buildings blocks

- Unique patient identifiers
- Standards, protocols etc. for information interchange
- Computing and networking infrastructure
- Strong privacy and data protection regulations
- Suitable professional liability regime
- Participation of health funders

Australian experience

- Continued preponderance of paper and manual systems
- Late adoption of personal electronic health record system
- Good developments in telehealth but limited by health fund rules
- Online payments, pathology and e-prescriptions well developed

Myagedcare

The screenshot shows the Myagedcare website interface. At the top left is the Australian Government Department of Social Services logo. Next to it is the myagedcare logo. On the right is a search bar with a magnifying glass icon, the text "Enter search term", and a red "Go" button. Below the search bar is a navigation menu with buttons for "Home", "What help can I get?", "Help at home", "Aged care homes", "Caring for someone", "Find a service", and "About us".


The main content area features a large video player on the left showing an elderly man named Alex. Below the video is a caption: "Alex has Parkinson's disease. Recently, he started noticing his symptoms getting worse. Knowing he needed to do..." and a "Full story" button with a play icon. To the right of the video is a vertical sidebar with four categories: "What help can I get?", "Caring for someone", "Healthy and active living", and "Other languages".

Below the video and sidebar is a "Latest news" section with a purple header and a play button icon. The news text reads: "Are you caring for someone? It can be a challenging experience, both emotionally and...".

At the bottom are three light blue boxes with icons and titles: "Find a service" (eye icon), "Eligibility and assessment" (speech bubble icon), and "Financial" (briefcase icon). Each box contains a list of related topics.

The footer is a dark purple bar with links for "A-Z list of all topics", "Site map", and "Contact us". On the right, it says "Share this page" followed by icons for email, Facebook, Google+, and Twitter. At the very bottom, there are links for "Accessibility", "Privacy", "Disclaimer", "Terms of use", and "Copyright", and a copyright notice: "Copyright © Commonwealth of Australia ABN:38 342 015 855".

NHS (National Health Services)

Home | About | Contact | Tools | Video | Choose and Book | Communities | IPS Translate  [Log in or create an account](#)

NHS choices Your health, your choices

[Health A-Z](#) [Live Well](#) [Care and support](#) [Health news](#) [Services near you](#)

Symptom checkers

Use the tool below to check your symptoms and get advice on what to do next. It's faster than phoning and a nurse can call you back for free if required. Alternatively, call 111 for non-urgent medical advice.

1 Introduction **2 Who is the checker for?** **3 Symptom questions** **4 Results**

Find your symptom checker


What happens now?
Work through the questions on the following pages to find the most suitable symptom checker for you.

Once you've found the most appropriate symptom checker, you can work through the assessment and receive advice which may include one of the following:

- Self care - advice on how to look after yourself and manage your symptoms
- A call from a nurse or an advisor at NHS Direct (you will get this option if you require further assessment)
- Advice to visit your GP or another healthcare professional
- Urgent instructions, such as call 999 or go to A&E


You can also get advice on dental issues, medicines enquiries, health information and local NHS services.

[Find your symptom checker](#)



Online enquiry service

Receive information on conditions, treatments, travel health and NHS services. This service should not be used to seek advice on current symptoms.



Quick answers

Get answers to hundreds of common health questions. Select a topic:

[Contraception](#)
[Infections](#)
[All topics](#)

NHSD (National Health Services Directory)

The screenshot displays the NHSD website interface. At the top left is the logo for National Health Services Directory, featuring a magnifying glass with a plus sign. To the right is a red button labeled "Need Help Now?". Below the logo is a navigation menu with five items: "Find A Service" (highlighted with an orange bar), "About Us", "Content Partners", "Health Service Partners", and "Resources".

The "Find A Service" section is divided into two steps:

- Step 1:** "Select a service you wish to search for". Below this are four options with icons: "General Practice" (person icon), "Pharmacy" (pill icon), "Emergency Department" (ED icon), and "Hospital" (H icon).
- Step 2:** "Enter a Suburb or Town". This section includes a search input field with a magnifying glass icon, a dropdown menu for "Enter distance radius" set to "1km", a checkbox for "Show services open now", and a large orange "Begin Search" button.

On the right side of the interface is a video player showing a person holding a smartphone displaying the NHSD app. A large white play button is overlaid on the video. Below the video, the text reads "Learn more about the NHSD." followed by a red play button icon and the text "Click here to watch the video." There are three small colored dots (red, orange, grey) at the bottom right of the video player.

At the bottom of the page is a section titled "Our Partners" which features a horizontal row of logos for various Australian state and federal health departments: ACT Government Health, NSW Government Health, Australian Government Department of Health, Government of Western Australia Department of Health, Victoria Department of Health, and Australian Medicare Local Alliance.

Pregnancy Birth & Baby



Skip to content

- [Home](#)
- [Getting pregnant](#)
- [Pregnancy](#)
- [Birth](#)
- [Baby](#)
- [Topics A-Z](#)
- [Health services](#)
- [More resources](#)

Privacy Policy

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[More information](#)

Uses

healthdirect Australia will only use your personal information for the purposes for which you provided the information and for related, internal management purposes.

We do not share your personal information with other organisations unless:

Health News

- [Survey on food and alcohol during pregnancy](#)
- [New child care vaccination law in NSW](#)
- [Survey on baby sling carriers](#)

[More news](#)

Need to talk?

Call 1800 882 436*
Pregnancy, Birth and Baby Helpline

It's a free call with qualified counsellors trained in pregnancy, birth and children.
*call charges may apply from your mobile

Medical problem?

Call 1800 022 222
healthdirect Australia

Legal issues

1. Privacy and data protection

- Safe guards in PCEHR system
- Strengthened privacy regime

2. Liability for telehealth

- Common law rules
- Civil Liability Act (NSW)

Legal issues (continued)

3. Outstanding issues

- Does availability of online resources/technology raise the bar?
- Is standard of care lower for telehealth consultations?
- What steps can/should be taken to moderate risk?
- Role of algorithms
- What is the duty to provide/maintain suitable IT systems?
- Choice of law questions

Conclusions

- Health sector is large complex and resistant to standardisation
- Establishing the core elements for e-health is expensive and must be led by government
- Privacy and data security remain concerns
- Greater success on e-commerce aspects
- Telehealth will be constrained by unwillingness of health funders to pay for online consultations

Questions and Discussion

