Consumer Opportunity:

Health Provider Portal (HPP) Expansion Opt-in/Out Process Consumer Review

Closing date: 9am, Monday 16th November 2020

Queensland Health, Clinical Excellence Queensland (CEQ)

[Clinical Excellence Queensland](https://clinicalexcellence.qld.gov.au/) are seeking up to **ten (10) consumers** to review patient information available to the public via the [Health Provider Portal (HPP) website](https://www.health.qld.gov.au/clinical-practice/database-tools/health-provider-portal/patient-resources), the revised consent model whereby patients are able to opt to not have their public healthcare information available to private health practitioners, and to provide advice on marketing opportunities to ensure patients are aware of their right to opt out.

From mid-2017, Queensland General Practitioners (GPs) have had secure online access via the HPP to patient healthcare information from Queensland’s public hospitals. CEQ is currently expanding access to include private Nurses, Midwives, Specialists and Paramedics.

Purpose

Private health practitioner’s access to key public healthcare information for the patients under their care in the community, gained through the expansion of Queensland Health’s HPP, bridges the information gap between Queensland’s private health practitioners and public hospitals to help ensure patients receive consistent, timely and better coordinated care.

Role of the consumer

The role of the successful consumers will be to review HPP patient resources and the opt-out process and provide feedback and advice to CEQ via email, Teams or phone.

Who is it for?

This opportunity would suit consumers and carers:

* who have attended a Queensland public hospital
* who have had follow-up appointments with a GP or private health practitioner within the last 12 months.

Time and location

Consumers will be asked to provide feedback and advice via email, Teams or phone between the dates of 23rd November to 11th December.

Remuneration and Support

Consumers will be remunerated for their time in line with [Health Consumers Queensland’s remuneration position statement](http://www.hcq.org.au/wp-content/uploads/2015/12/Consumer-Remuneration-Rates-Dec-2015.pdf).

$40 per hour including preparation time for each consultation. Consultations will be via email, Teams or phone.

How to apply

**Please complete this consumer application form and return to**[**consumer@hcq.org.au**](mailto:consumer@hcq.org.au)by **9am, Monday 16th November 2020.**

For assistance please contact Health Consumers Queensland via [consumer@hcq.org.au](mailto:consumer@hcq.org.au) or by phone on 07 3012 9090.

**Consumer Application Form**

**Health Provider Portal (HPP) Expansion Opt-in/Out Process Consumer Review**

Full name:

Preferred phone number:

Email:

Postal address:

Postcode:

* By completing this application, I consent for my details to be added to the Health Consumers Queensland network database YES | NO
* I would like to receive email updates from Health Consumers Queensland YES | NO
* Are you happy for Health Consumers Queensland to share this form with Queensland Health as part of the process for this application? YES | NO

Please tick/highlight:

* I have attended a Queensland public hospital
* I have had follow-up appointment/s with a GP or private health practitioner within the last 12 months?

Please highlight any group you identify as being a part of:

* Living with a disability/chronic condition
* Caring for someone with a disability
* Physically isolated or transport disadvantaged
* Culturally or linguistically diverse
* From a non-English speaking background
* LGBTIQ+

Do you identify as: Aboriginal | Torres Strait Islander | Both | Prefer not to state

Are you a: Consumer | Carer

Age range: 16-24 25-29 30-39 40-49 50-59 60-69 70+

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Gender:** |  Male | Female | Intersex | Other | Prefer not to state |

Please describe any support you need to take part in this activity *(examples include support person, hearing loop, dietary requirements)*

*Your responses to the following questions only need to be a brief sentence or two*

* Please describe your experience as a health consumer representative including committees, focus groups, surveys, reviewing documents/websites etc. *Tip: Past consumer representative positions that have similar requirements to the opportunity you’re expressing interest in. Give an indication of how long each position was for, and any relevant highlights.*
* **Please describe any connections you have to your community (e.g. networks, groups)***Tip: Think about how this relates to the role you’re applying for.*
* Please describe your interest in reviewing the Health Provider Portal (HPP)? *Tip: Although this section usually requires the longest response, try to keep it concise. Things to consider focusing on here include:* *any past lived experience that shows your understanding of the topic, or your understanding of the social/health/economic implications of the topic/condition, or any systems change that you have identified that will improve care for health consumers, and possible strategies you could share to affect that change.*