



HEALTH CARE HOMES

PATIENT INFORMATION STATEMENT

JOIN THE THOUSANDS OF AUSTRALIANS TAKING PART IN A NEW PROGRAM TO CARE FOR THEIR LONG-TERM HEALTH CONDITIONS.

You are being invited to enrol in the Health Care Homes program because you have been assessed as potentially eligible and likely to benefit from the Health Care Homes primary care delivery model.

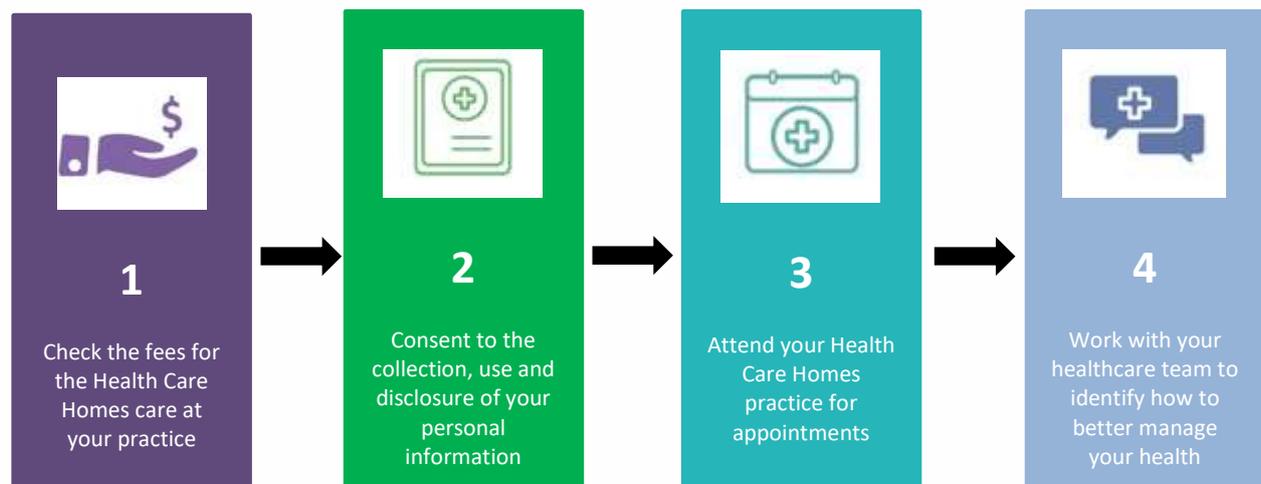
As a Health Care Homes patient, you will have your own care team. The care team will develop a care plan for you and help to coordinate your care, both inside and outside the Health Care Home.

The benefits of the program include:

- having a greater say in your care
- having a care team take the hassle out of coordinating your care, and
- easier access to your care team to get advice on your care.

WHAT YOU NEED TO DO

The diagram below shows the steps you agree to take by enrolling in a Health Care Home:



WHAT ARE HEALTH CARE HOMES?

The Australian Government Department of Health is coordinating the Health Care Homes program, which will trial a new model for providing care to people with chronic and complex conditions. Up to 200 general practices and Aboriginal Community Controlled Health Services (referred to as ‘medical practices’) around Australia will become Health Care Homes. These Health Care Homes will be responsible for coordinating comprehensive health care for patients with chronic and complex conditions such as diabetes, heart and lung conditions and mental health conditions.

You should be aware that your Health Care Home may choose to charge you fees for the care you receive. This will be discussed with you. Any fees relating to your chronic disease care will contribute to your Medicare Safety Net.



FURTHER INFORMATION ON THE PROGRAM

For more information about the Health Care Homes program, and what it means to enrol, please refer to the Health Care Homes Brochure provided to you by your medical practice.

The information on the following pages explains what will happen to your personal information if you are eligible and choose to enrol in the Health Care Homes program, including how it will be used for the evaluation of the program, and how your privacy will be protected.



If you have any questions regarding the program or the evaluation of the program, contact

healthcarehomes@health.gov.au



PROGRAM QUESTIONS

Do I have to participate in Health Care Homes?

It is up to you whether you would like to participate in the Health Care Homes program. For you to be assessed/potentially eligible for the Health Care Homes program and to receive health services under its model of primary health care, you will need to consent to the collection, use and disclosure/sharing of your personal information as explained in the section below.

If you do not agree to provide your personal information, you will not be able to participate in the Health Care Homes program. This will not change your current relationship with your health service. You will still be able to receive health care from them as normal.



PRIVACY AND YOUR DETAILS

This section contains important information about your privacy if you are eligible and choose to enrol in the Australian Government's Health Care Homes program. It explains how your personal information (i.e. information about you) will be collected, used and disclosed/shared as part of the Health Care Homes program and evaluation. This may include personal information that is collected in relation to a Medicare program. You should read this section of the document together with other privacy-related information that your medical practice gives you about how they manage your personal information.

What will my health service do with my personal information?

Your medical practice will use or disclose your personal information to manage your health and related functions including to:

- determine your risk of unplanned hospital admission (represented by a 'risk tier' rating of 1, 2 or 3),
- identify health services that may help you, and help you avoid unplanned hospital admissions,
- register you in the Health Care Homes program and claim payment from the Australian Government for care provided to you under the Health Care Homes program. To do this, your health service will disclose some details about you to the Australian Government Department of Human Services, including your name, date of birth, Medicare card number and reference number and your risk tier rating, and
- comply with its obligations for participation under the Health Care Homes program, including disclosing your personal information to the Department of Health when necessary for compliance purposes.

What will the government do with my personal information?

The Department of Human Services will use or disclose your personal information to:

- pay your medical practice for health services you receive under the program,
- monitor your medical practice's participation in the program,
- administer the program,
- advise the health department in your State or Territory of your enrolment in the Health Care Homes program to facilitate the coordination of care that may be delivered to you by hospitals in your State or Territory,
- obtain your Centrelink concessional status and provide this to the Department of Health. This information may be used for policy development; and
- inform improvements to health services funding, management, and planning and for evaluation and research purposes by providing your personal information to the Commonwealth secure data linkage unit – the Australian Institute of Health and Welfare (AIHW). This personal information may be obtained from your Medicare contact details held by the Department of Human Services. None of your personal information will be disclosed by the AIHW.



Will the Health Care Homes program use de-identified data?

To protect your privacy, unless otherwise specified in this document, only de-identified data will be used to monitor and evaluate the Health Care Homes program. 'De-identified' means that personal information such as your name, address, date of birth and Medicare card number have been removed from the data.

All due process and care is taken to minimise the risk of de-identified data being used to identify patients.

Will my personal information be stored overseas?

None of the Department of Human Services, the Department of Health or the AIHW will store your personal information overseas. Talk to your medical practice about how and where your medical practice stores your personal information.



PROGRAM EVALUATION

Why should I provide feedback on the program?

Your comments and suggestions will help to assess the value of the Health Care Homes program for patients. It is not expected that there will be any benefits to you personally as a result of participating in the evaluation of the program. The information will be used to shape the program for the future to better meet the needs of patients with chronic disease.

Do I have to participate in the evaluation of the program?

You may be invited to take part in surveys, interviews or focus groups to evaluate the Health Care Homes program. If you do not wish to take part in these activities, you do not have to. Choosing not to participate will not affect the health care provided to you in any way.

If you chose to participate you can change your mind and withdraw at any point.

How will I be asked to provide feedback?

Your medical practice will disclose your contact details (your name, address, email address and phone number) to the evaluators of the Health Care Homes program – Health Policy Analysis Pty Ltd (HPA). This will allow the evaluators to invite you to respond to a survey or participate in an interview or focus group. Only a sample of patients will be invited to participate in interviews or focus groups.

HPA may be requested to disclose your contact information to the Department of Health under their contractual arrangements. Please note that this information cannot in any way be linked to your Medicare Benefits Schedule (MBS)¹ claims, Pharmaceutical Benefits Scheme (PBS)² claims or your medical practice data.

Has the evaluation model of the program been approved?

Yes, the evaluation of the Health Care Homes program was approved by the Department of Health Human Research Ethics Committee [Project 04-2017]. In September 2018, ethical oversight for the evaluation was transferred to the ACT Health Human Research Ethics Committee. Complaints about the ethical conduct of this evaluation should be made in writing to the ACT Health Human Research Ethics Office (ethics@act.gov.au).



CHANGING YOUR DETAILS OR MAKING A COMPLAINT

To access, correct or make a complaint about personal information held by any of the entities referred to in this document, you can contact the Department of Health healthcarehomes@health.gov.au for information about how to do this.

Alternatively, you may obtain the privacy policies for the organisations referred to in this document directly, as set out below:

- the Department of Health – go to the privacy policy at www.health.gov.au/privacy,
- your medical practice – ask your health service for a copy of their privacy policy and any information you require about these matters,
- the Department of Human Services – go to the Department of Human Services' Your Right to Privacy webpage at www.humanservices.gov.au/privacy, and
- the Australian Institute of Health and Welfare – go to the privacy policy at www.aihw.gov.au/privacy/.
- Health Policy Analysis Pty Ltd (HPA) – info@healthpolicy.com.au, and
- the health department in your State or Territory – please contact these organisations directly to request a copy of their privacy policy.

¹ The MBS system collects information on your doctor visits and associated costs.

² The PBS system collects information on the prescription medications you have filled at pharmacies.



HEALTH CARE HOMES PATIENT ENROLMENT/CONSENT FORM

1. I have read the Patient Information Statement and understood it sufficiently to consent to participate in the Health Care Homes program. I have had the opportunity to ask any questions and am satisfied with the answers I have received (if eligible).
2. I understand that my enrolment in the Health Care Homes program is voluntary, that I am under no obligation to participate and that a decision not to participate will not affect my current medical treatment in any way.
3. I declare that I am not a resident of a residential aged care facility and I am not enrolled in the Coordinated Veterans' Care program.
4. I agree to seek care from my Health Care Home on an ongoing basis and commit to working with my healthcare team to identify my goals and needs to better manage my health.
5. My health service has provided me with information about the fees that they charge Health Care Home patients.
6. I consent to the collection, use and/or disclosure of my personal information as outlined in the Patient Information Statement.
7. I understand that de-identified data relating to myself and other Health Care Homes participants will be used to monitor and evaluate the Health Care Homes program.

Patient Surname: _____ Date of birth: ____ / ____ / ____

Patient First Given Name: _____ Gender: Male Female Other

Patient Second Given Name: _____ Residential Address: _____

Email Address: _____ Contact telephone number: _____

Medicare Card Number: _____ Centrelink CRN: _____
Individual Reference Number: _____

Patient Signature: _____ Date: ____ / ____ / ____

Name of person responsible (where applicable): _____ Relationship of person responsible to patient: _____

Signature of person responsible: _____ Date: ____ / ____ / ____

HEALTH SERVICE TO COMPLETE:

Risk tier (1, 2 or 3): _____ Risk Certificate Number: _____

Lead Clinician Surname: _____ Lead Clinician Provider Number: _____

Lead Clinician Given Name: _____ HCH ID: _____



Australian Government
Department of Health

HEALTH CARE HOMES

▶ Patient-centred ▶ Coordinated ▶ Flexible