



Submission to Standing Committee on Health and Aging

From

Mrs Ann Barker
Community Panel Member
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I wish to address Terms of Reference

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C In my opinion accountability can be improved by making information available in the foyers of all Public Hospitals detailing all services available to be accessed from the particular one I am attending, and indicating (possibly by colour) which level of Government is providing funding.

D The best approach to this in my opinion is to employ a larger % of experienced Medical Professionals than we currently do amongst the 'professionals and agencies in various levels of government'

Administration whose expertise and orientation is managerial in the commercial sense, and not the medical, and does not have effective medical advice cannot provide acceptable, let alone good, medical outcomes. Good patient outcomes require appropriate medical attention, which is not likely to result from commercial management which governs that attention, unless enough weight can be given to the medical requirements of the presenting situation.

Medical opinions are required for medical outcomes.

E I do not consider that it is open to 'make private health insurance a still more attractive option', because as a customer I find it a very unattractive option, which unfortunately I judge I need never the less.

My reason for finding it unattractive is constant increase in premiums together with constant depletion of service at private hospital and Xray services in my recent experience. An Xray technician recently greeted me with a list of questions for 'one-word answers', and not another word till end of procedure, at which point I was given a small chit for the receptionist on my way out. By the time the chit was in my hand the technician was gone to next assignment, and the questions I had answered without wasting words I had filled out in writing for a very young receptionist who was working alone in an office which was staffed by several experienced personnel prior to this practice being bought by a corporation. I put these changes down to corporatisation, and felt for the staff working in these stressful conditions.

My recent experience of a private hospital involved filling out the same paperwork seven times and using a full operating theatre for a procedure which needed nothing more than a treatment room, all of which I found grossly wasteful.

I favour a change from corporate medicine to a system oriented to the health of it's patients, and the informing of us patients as to exactly what costs we incur at each occasion. I want to know how much my treatment costs the taxpayer, as well as how much it costs me and my fund. I believe all taxpayers should have this information, and I believe this kind of working with government would produce very good results, in terms of people monitoring their own demands on the system. Marking all prescriptions with the same information would also produce reduced costs... I believe that there are many people who would reassess their needs downward if they knew how much drugs cost us as taxpayers.