

COMMUNIQUE: CONSUMER COMMISSION DIVERGENT WORKSHOP 4

13 AUGUST 2020

On 12 August CHF hosted the fourth workshop of our *Consumer Commission: Beyond COVID-19*, which focussed on the topic of digital health. 23 Consumer Commissioners attended the session.

Commissioners were asked to consider the use of digital and virtual care with a future focus, looking across primary care, hospitals, in-home care and prevention. Commissioners were encouraged to think big and go beyond the immediate experience of telehealth during the pandemic to a broader concept of what digital health could look like in the future.

Throughout the workshop Commissioners were divided into breakout groups to discuss four key questions related to digital health and how the COVID-19 pandemic has both encouraged its used and highlighted the digital divide. The key questions discussed were:

1. What forms of digital technology that are showing promise during COVID-19 should become permanent features of Australia's healthcare system?
2. What barriers need to be addressed to maximise the potential of digital health for the benefit of all Australians?
3. What programs or supports are needed to improve digital literacy? Where should these be targeted?
4. How should new technologies be made available to consumers?

A summary of the discussion in response to these questions is provided on page 2.

Key themes from the discussions are outlined below:

