

How Digitalisation Can Improve Patient Experience

Public opinion is shifting, the majority of the public are now confident about new emerging technologies that make their lives easier. But how is this shift affecting healthcare? UNSW Vice-Chancellor **Professor Ian Jacobs** says “I see digital health as genuinely leading to a transformation and a revolution in the way we approach healthcare.”

⌚ Alleviating manual admin and streamlining booking process

2 million^[1]
GP appointments scheduled online each week

🔗 When patients are digitally connected to their own health information

80%^[3]
Improvement in adherence to treatment

👁️ Patients are showing an increased interest in monitoring their own health

70%^[2]
of people would be prepared to use devices to monitor their own conditions from home

18%^[7]
reduced data duplication and significantly lower re-admission rates

📄 If test data is shared electronically

75%^[8]
of patients are confident in new healthcare technology in general

👍 If it's efficient and meets their needs

47%^[4]
of healthcare consumers are using mobile or tablet health apps

📱 Making it easier than ever to maintain contact while they're away from the practice

>10%^[9]
of GPs waste time every day unsuccessfully searching for missing clinical information

📄 Electronic patient records could significantly reduce this

53%^[5]
of patients said that it was valuable to have their prescription medication history in their electronic health record

🕒 Making data available digitally reduces the number of appointments and improves effectiveness of treatments

65%^[6]
of healthcare consumers would use virtual care for an after-hours appointment

🕒 Reducing pressure on staff, allowing them to focus on more pressing issues

Sources

- [1] <https://www.smh.com.au/healthcare/drop-the-phone-millions-turn-to-the-internet-to-book-gp-appointments-20190404-951az7.html>
- [2] https://www.accenture.com/t00010101000000_w_au-en_acnmedia/pdf-17/accnture-health-transformation-survey-australia.pdf
- [3] <https://www.mja.com.au/journal/2019/210/6/digital-health-benefits-evaluation-frameworks-building-evidence-support#5>
- [4] <https://www.accenture.com/au-en/blogs/blogs-australian-digitaly-enabled-health>
- [5] <https://www.statista.com/statistics/985130/most-helpful-information-ehrs-australia/>
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