

Australians ready for digital healthcare system

*92% believe that doctors should have ready access to patients' electronic health information;
94% are comfortable sharing personal information with their regular doctor's office;
Around 70% want apps that help them manage their healthcare*

Melbourne, Australia – June 25, 2013: Most Australians would welcome a more digital approach to healthcare, suggesting the government's new eHealth system may be well received.

The independent study commissioned by [Infosys](#), a global leader in business consulting and technology solutions, polled 5,000 consumers in five countries (including 1,000 in Australia) to probe consumer attitudes about sharing data with healthcare providers, retailers and banks

An overwhelming majority of Australians surveyed believe doctors should have ready access to their electronic health information. They also express confidence in the security of their medical records and are comfortable sharing personal information with their doctor or local hospital. That's good news for the Australian government, which has a target to sign up half a million eHealth users by the end of June 2013.

With new diet trackers, fitness apps and health monitors crowding the market, Australians are embracing innovative healthcare tools. The Infosys study confirms this trend, with more than two thirds of Australians saying they are interested in online or mobile apps that help them to track their health goals (70%), stick to their doctor's treatment plan (73%), communicate with their doctor's office (76%) or coordinate appointments with their doctor (75%).

Key Australian Findings:

- **Willing to share.** Nearly all Australians are comfortable sharing personal information with their regular doctor's office (94%) or local hospital (92%). Most (78%) are also confident that their doctors have the right security measures in place to protect their medical information.
- **Apps are more personal.** While more than 70% are interested in mobile apps for tracking their health, Australians are less comfortable using their mobiles to share data with doctors. Australians prefer to share personal data with their doctor's office in person (97%), followed by online (60%) and mobile (55%).
- **Online resistance.** While 92% of Australian respondents believe that doctors should have ready access to patients' electronic health information, only 60% say they are actually willing to share healthcare information online – a conundrum that government will need to tackle with the introduction of the eHealth system.

Quote:

Allen Koehn, General Manager – Public Sector, Infosys

"Australians want to have control over their own lives, and crave the tools that make it easy to manage this. Healthcare providers and government need to tap into this mindset."

“It’s still early days for eHealth in Australia– too soon to know how widely it will be adopted or extended. But imagine if you could access all your health information, schedule your doctor’s appointments, lodge claims and track your health goals all from the one app – that would be a compelling combination. What this research shows us is that Australians are ready to innovate when it comes to healthcare -- a great opportunity for the government and the private sector to come together.”

Engaging the Digital Consumer – Research Methodology

This comprehensive global research project studied consumer sentiment on big data issues in the retail, financial services, and health care industries in Australia, France, Germany, United Kingdom, and United States. The study polled 1,000 consumers in each country via an online survey, for a total global sample of 5,000 adults ages 18-69. Independent research firms KRC and VansonBourne conducted the study; KRC surveyed the United States on May 3-7, 2013, and VansonBourne surveyed the remaining countries May 8-22, 2013. To qualify for this survey, respondents had to be active Internet users and indicate that they have made an online purchase in the past six weeks. The majority of respondents also had to indicate they had a smartphone or tablet computer.

About Infosys

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