

Appendix 2 – Covering letter to Participant

University of SA,
Playford Building,
Rm P1-09, CEA-20,
North Tce,
Adelaide, SA 5000

PT ID:

4th March 2011

Dear Participant (**Name**)

Thank you for agreeing to take part in the Caretrack Australia Study. We believe that CareTrack Australia will gather vital information to assist with enhancing the future delivery of healthcare in Australia. Although Australians currently receive a good standard of healthcare, there is often considerable variation between the care recommended and the care received. The CareTrack study will help us develop guidelines and safeguards to ensure that appropriate healthcare required in the future is provided effectively, and that precious healthcare funding is spent wisely. It will focus on 22 common medical conditions and track who is receiving what care from whom, and why. Gathering this information is a first step in developing strategies for improvement.

Enclosed with this letter is some detailed information about the study and two separate consent forms. Please review these documents and then complete, sign, date and return them to the University of South Australia in the envelope provided, **within two weeks of receipt of this letter**. Your consent will allow us to

- (1) access and review your medical record
- (2) request healthcare provider contact details and any tests/procedures from Medicare on your behalf.

Once we have received your consent forms, a researcher will contact you to arrange a time to ask you some specific questions about your medical history, for which you have received treatment and the names of the doctors, specialists or hospitals that you attended in 2009 and 2010. This information will be confirmed with the details provided by Medicare. If you have one of the 22 common medical conditions that are the focus of our study, we will contact your healthcare provider/s to review your medical records. If you do not have any of the 22 conditions, or have received care outside of the designated timeframe for the study, we will not review your records and will advise you of this by formal letter.

On behalf of the research team, I would once again like to thank you for participating in this important project which will contribute to better healthcare in Australia. A dedicated website has been developed that provides detailed information about the study and answers some frequently asked questions that you may have. You can view this information at www.aihi.unsw.edu.au/IHIWeb.nsf/page/CareTrack%20Australia

Yours sincerely,

Professor Bill RUNCIMAN

Patient Safety & Healthcare Human Factors – University of South Australia
Australian Institute of Health Care Innovation, Faculty of Medicine, University of New South Wales
President – Australian Patient Safety Foundation