

## Appendix 6 – Covering letter to healthcare provider

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

30 November 2011

Dear **Doctor/ Healthcare provider (INSERT NAME)**,

CareTrack Australia, which is part of a NH&MRC funded Program Grant, is a five-year national research project that will seek to determine the percentage of healthcare encounters at which Australians receive evidence or consensus based care. A representative sample of the Australian population has been recruited from NSW and SA and the following patient/s has/have agreed to be enrolled and has/have provided consent for surveyors to access their medical records. The patient's name, date of birth and address are:

JOE BLOGGS ....DOB of.... Address

We believe that CareTrack Australia will provide vital information for healthcare planning. Although Australians currently receive good healthcare, there is considerable variation between the care recommended and the care received. This study is designed to determine who is receiving what care from whom, and why, for 22 common medical conditions, as a first step in planning strategies to ensure that the funds available are spent in the best possible way.

CareTrack Australia has been declared a quality improvement activity by the Commonwealth Government, providing statutory immunity under part VC of the Health Insurance Act (1973), protecting the identities of providers and patients. We also have the support and endorsement of CareTrack from the Australian Commission on Safety and Quality in Healthcare (ACSQHC).

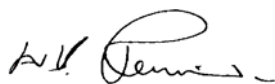
We would be most grateful if you could provide your consent for us to access the medical records of the above patient. A summary of the project has been included, as well as information about confidentiality. In the second phase of the study researchers that will be blinded to your identity will conduct an interview with selected participants and their healthcare providers to better understand the knowledge, beliefs and attitudes driving healthcare decisions. An additional consent form for this phase of the study has also been included. In order to commence work on the project as soon as possible it would be most appreciated if you could return the consent form/s within 2 weeks.

Following receipt of your signed consent form, a researcher will be in contact with your practice to:

- arrange for access to the necessary medical records
- arrange a time for our surveyor to extract information and enter the de-identified data into a secure database

There will not be any burden on you or your staff, other than providing access to the records. We are in a position to provide your practice with de-identified results that you may use to benchmark your practice against the overall study results if requested.

If you have any enquiries regarding this project, please do not hesitate to contact Ms Tamara Hunt (08) 8302 1004 for further information or [www.tinyurl.com/CareTrack](http://www.tinyurl.com/CareTrack) Thank you for considering this proposal and we look forward to your response.



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