



DIAGNOSTIC IMAGING PATHWAYS
www.imagingpathways.health.wa.gov.au

About information for consumers

Information for consumers (patients needing diagnostic imaging and their carers) that is available at the Diagnostic Imaging Pathways (DIP) website (www.imagingpathways.health.wa.gov.au/includes/consumer.html) was developed in two phases.

Phase 1 – Needs Analysis

A project titled “Development, Dissemination and Evaluation of Information about Diagnostic Imaging for Consumers” was initiated by the Division of Imaging Services at Royal Perth Hospital in collaboration with The Health Consumer’s Council in 2005. A project officer was employed, focus groups were held, and a Consumer Information Reference Group was established to help determine the needs and expectations of consumers. The focus groups and the Consumer Information Reference Group included representatives from Royal Perth Hospital, other hospitals in Western Australia, private providers of imaging services, and consumer representatives nominated by The Health Consumer’s Councils. This working party developed a set of criteria to be used in the development of information for consumers.

Phase 2 – Development of Information for Consumers

In 2008, a project was commenced to develop patient information according to the criteria established in Phase 1. The broad aim was to develop information brochures on health topics and imaging examinations that ‘most people in the community can understand most of the time’.

A project officer was employed and a working party (Consumer Information Review Group) was convened which included representatives from the following groups:

- Aboriginal people
- People with disabilities
- Seniors
- CALD (Culturally and Linguistically Diverse)
- The Health Consumers Council
- Division of Imaging Services at Royal Perth Hospital
- General Practitioners

The project officer developed the brochures in consultation with the editor of DIP and staff from the Division of Imaging Services. The brochures were then reviewed by the Consumer Information Review Group members and the DIP editorial panel. Input and suggestions were provided via email and at relevant meetings. All suggestions were considered and changes made to ensure the brochures met the aim of the project.

All brochures have a standard format. The use of medical terminology has been kept to a minimum and the length of sentences and words are as short and simple as possible.

During Phase one of the project, the Consumer Information Reference Group identified patient conditions and diseases to be given priority in the development of information. There were 18 health topics/diseases identified. An information brochure has been developed for each of these and for any imaging examination that is recommended. Brochures have also been developed outlining radiation risks of imaging examinations and consent. Each brochure contains links to other relevant brochures within the DIP website.

The brochures have been developed to be as generic as possible, to be directly accessible by patients, and to be available for distribution to patients world wide by:

- Referrers to diagnostic imaging services including General Practitioners and medical surgical specialists.
- Providers of diagnostic imaging services.
- Other health service personnel.

The brochures can be accessed at the DIP website (www.imagingpathways.health.wa.gov.au/includes/consumer.html) from where they can be printed.

The brochures are subject to continuous review and revision. Feedback and suggestions are welcome. Please provide feedback by email to: dipfeedback@health.wa.gov.au

Or

Send to:

Quality Coordinator
Imaging Services
Royal Perth Hospital
GPO Box X2213
Perth WA 6000

Website

For more information go to www.imagingpathways.health.wa.gov.au

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