

Any patient presenting with COVID -19, at all stages of disease, in any care setting.

More on consumer-centred care here

Note on terminology

- The COVID-19 Care Working Group use the term “healthcare decision-maker” here to refer to a person who has legal responsibility for making healthcare decisions on behalf of another person. Terminology for this role varies across Australia, including terms such as guardian (Myagedcare.gov.au) or substitute decision-maker (Advance Care Planning Australia) or decision supporter (NDIS.gov.au).
- The term “carers” has been used to refer to persons who provide unpaid care and support to family members and friends (Carers Australia).



- The key principles of consumer-centred care are:
- Fast access to reliable healthcare advice
 - Effective treatment by trusted professionals
 - Continuity of care and smooth transitions
 - Involvement and support for family and carers
 - Clear information, communication & support for self care
 - Involvement in decisions and respect for preferences
 - Emotional support, empathy and respect
 - Attention to physical and environmental needs