

Health Assessments in Emergency Waiting Areas

Ms ROSOL question to MINISTER for HEALTH, MENTAL HEALTH and WELLBEING

A constituent has raised concerns with me about medical consultations being conducted in public waiting areas in the emergency department. They report that a family member was asked for personal health information while surrounded by other patients. Later, they overheard sensitive and traumatic details of another person's health issue as another assessment was undertaken in the waiting area. I have heard similar stories from many people and they all find the lack of privacy shocking and embarrassing. Why are patients being assessed in emergency department waiting areas that have no privacy? Is this practice reflective of hospital policy, a lack of available beds, or staffing pressures within our health system? What action will you take to ensure patients are afforded privacy during very personal health assessment?