

# Your health system

## Seminars and workshops

The Health Care Consumers' Association of the ACT (HCCA) offer free talks and workshops that help people navigate the health system and become more informed. They can be modified to meet the needs of your group.

### 1. Choosing the right service

Learn about the different types of health services that are available in the ACT and improve your ability to choose the right service, at the right time for you.

### 2. Making the most of your health dollar

Learn strategies for saving money in the health system. Includes bulk-billing doctors, saving on physios and psychologists, Walk-in centres, private health insurance and more.

### 3. How to manage your medicines

Understand how to interpret a medicines label, the differences between a generic and a brand medicine and the tools and strategies for managing medicines.

### 4. A conversation for everyone

An Advance Care Plan ensures your values and preferences are respected when you can't voice your decisions. This could be due to a stroke, car accident or other health issue. Learn the steps and who can help.

### 5. Getting what you need from the health system

Tips and tools to help you interact with your health practitioner and confidently manage your health.

### 6. Giving feedback and making complaints

Learn the steps to giving feedback, making a complaint and the agencies that can help you to resolve issues and bring about change.

### 7. What to do when you go to hospital

Gain an understanding of the risks in health care, tips for being heard and strategies for staying safe.

### 8. Trustworthy health information

Tips on identifying fake health news and establishing which websites are best.

### 9. Consumer participation training

Learn the skills so you can increase the consumer voice in planning, policy and delivery of health services.

Disclaimer: The purpose of these talks is not to provide medical advice. We advise people to talk to their doctor or health provider for professional advice.

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