

From: [REDACTED]
To: [medboardconsultation](#)
Subject: Concerns regarding survey for paper based Medical consults
Date: Monday, 8 May 2023 2:35:42 PM

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To,
AHPRA team

Dear Sir/Madam,

I am writing to express my concerns about the recent consultation brought out by the Medical Board of Australia regarding asynchronous consultation in the form of doctor-patient interaction. As a practicing doctor, I have always believed that synchronous consultation provides the best quality of care to patients.

However, I am deeply disappointed with the unethical practices employed by Medmate, an asynchronous health provider, in gathering public feedback on the issue. It has come to my attention that Medmate offered cash benefits to users who posted feedback to the Medical Board's consultation survey. This is a cheap way of gathering feedback and it goes against the principles of ethical conduct that we doctors strive to uphold.

Medmate posted the offerings on a third-party website, [Medmate - Win a \\$500 Coles Group & Myer Gift Card](#), to survey [Medmate Virtual Care Survey | Medmate](#). The terms and conditions of the survey can be found here: <https://medmate.com.au/wp-content/uploads/2022/12/Medmate-Terms-Conditions-Virtual-Care-Survey.pdf>. I strongly believe that any feedback gathered through such means cannot be relied upon and should be discounted by the Medical Board in its decision-making process.

As a doctor, I understand the importance of gathering public feedback on matters that affect the healthcare system. However, the methods employed by Medmate are not only unethical but also undermine the credibility of the Medical Board's consultation process. I urge the Medical Board to discount all feedback received from Medmate and to ensure that such practices are not repeated in the future.

I hope that my concerns will be taken into consideration by the Medical Board in its decision-making process. I remain committed to providing the best quality of care to my patients and upholding the principles of ethical conduct in my profession.

Thank you for your attention to this matter.

Medmate - Win a \$500 Coles Group & Myer Gift Card

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Kind regards,

