

Mrs Helen Owens
Commissioner
Productivity Commission
Level 28, 35 Collins Street
MELBOURNE VIC 3000

Dear Helen

Re your project on compliance costs for general practitioners

Further to our discussion at your office last Friday, please accept my Masters Thesis as a submission to your project on compliance costs for general practitioners. The research for my thesis was undertaken some twenty-five years ago but the practitioners' problems inherent in providing paper work for patients and/or third parties had obviously existed since the early 1900s and were unrelated to payment.

The thesis, titled "The Convention of Using Medical Certificates for Allocating Non-Medical Benefits", was submitted in 1977, but the articles listed below were published in medical journals during 1976:

"Paper Work in General Practice: A Medical Service? Who Benefits?" in Med.J.Aust., 1976, 1:200-202

"The GP – Doctor or Middleman?", in Aust Fam Physician, Oct 1976, Vol 5: 1213-1225.

"The Modern Use of Medical Certificates Part 1", The Aust GP, 1976, 9:6, 19-20.

"The Modern Use of Medical Certificates Part 2", The Aust GP, 1977, 9:8, 18-20.

I have come across personal letters sent to me about these publications, from individual practitioners in Melbourne, Sydney, Canberra, Adelaide, and as far afield as Michigan, Seattle and San Diego in the USA, and Israel. If you would like to see these responses, of course I would be happy for you to do so.

My best wishes to you and Kate and I would be happy to answer any queries either of you may have –

Mavis Hoy
Vic

January 22, 2003.