



**Ambulance Victoria**

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26 April 2013

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File Ref: REC/11/382-DOC/13/6957

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Judge Ian Gray  
State Coroner  
Coroners Court of Victoria  
Level 11, 222 Exhibition Street  
**MELBOURNE VIC 3000**

Dear Judge Gray

**Re: Coroners Case 2010/2389 – Joy Apostolopoulos**

I refer to the recent inquest into the death of Joy Apostolopoulos.

As a result of the inquest, there was one recommendation made by His Honour Judge West relating to Ambulance Victoria. The recommendation, together with Ambulance Victoria's response, is as follows:

**Recommendation:**

***That hospital staff and ambulance officers ensure an appropriate handover takes place, whenever a patient is delivered directly to the Alfred Psychiatry Unit ward.***

**Ambulance Victoria response:**

The coroner's recommendation will be implemented.

Ambulance Victoria (AV) has met with representatives from the Alfred Psychiatry Unit and Victoria Police to ensure that appropriate processes are in place for handover of ambulance patients to the Alfred Psychiatry Inpatient Unit.

AV will be updating its organisational procedure (Operational Work Instruction OWI-5010.01–Patient Handover) to ensure that consistent handovers occur for all patients, including psychiatric patients. Once the update is completed, it will be communicated to all operational staff via a Bulletin which is published on AV's internal Portal.

We expect the implementation of the updated patient handover procedure to be in place by 31 May 2013.



I trust the response satisfactorily addresses His Honour's recommendation. I appreciate the recommendation was made to assist Ambulance Victoria perform at the highest level in its service to the community.

Yours sincerely

A handwritten signature in black ink, appearing to read 'G. Sassella', written in a cursive style.

**GREG SASSELLA**  
**Chief Executive Officer**

cc: Tony Walker, General Manager Regional Services  
Angelia Dixon, General Manager Quality & Education Services