



**ST VINCENT'S
HOSPITAL**
MELBOURNE

A FACILITY OF ST VINCENT'S HEALTH AUSTRALIA

**St Vincent's Hospital
(Melbourne) Limited**
ABN 22 052 110 755

41 Victoria Parade Fitzroy VIC 3065
PO Box 2900 Fitzroy VIC 3065

Telephone 03 9231 2211
Facsimile 03 9231 3399
www.svhm.org.au

20 April 2020

Olivia Collard
Coroners Court of Victoria
65 Kavanagh Street
Southbank VIC 3006

By email: cpuresponses@coronerscourt.vic.gov.au

Dear Ms Collard

Investigation into the death of Travis Lee Fernandez

I refer to the findings and recommendations made by Coroner Paresa Antoniadis Spanos, into the death of Mr Travis Lee Fernandez received by St Vincent's Hospital Melbourne (St Vincent's) on 29 January 2020.

Recommendation

That St Vincent's Correctional Health consult with Justice Health and consider revising the policy of removing prisoner patients from the outpatient waiting list after two consecutive appointment cancellations since, at present, information about why an appointment was cancelled or by whom does not appear to be meaningfully collated.

Response to Recommendation

The Coroner's recommendation has been implemented.

St Vincent's has developed a *Specialist Clinics Failure to Attend Guideline* which has been based on the Department of Health and Human Services *Specialist clinics in Victorian public hospitals: Access policy*.

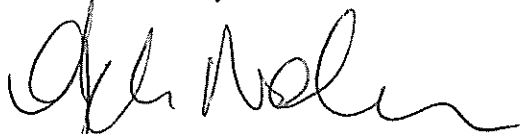
The St Vincent's Guideline sets out the process for staff to follow should any patient across the service fail to attend a specialist appointment. A specific section has been included relating to Correctional patients. It requires staff to obtain and document the reason for the non-attendance, whether this be due to logistical issues of St Vincent's or Corrections or patient refusal. Correctional patients will only be discharged from the service if they have signed a refusal/release form. St Vincent's staff have implemented the process outlined in the Guideline, which is expected to be ratified and published within the service in May 2020. Justice Health and G4S were consulted in the development this process.

It should also be noted that since the introduction of Telehealth in 2014 and the establishment of the Regional Access Program in 2016, the rate of Correctional patients failing to attend specialist appointments has reduced.

Facilities
St Vincent's Hospital Melbourne
Caritas Christi Hospice
St George's Health Service
Prague House

St Vincent's will continue to work with Justice Health and G4S to ensure accessibility of specialist healthcare services to prisoners across Victoria.

Yours sincerely

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

Angela Nolan
Chief Executive Officer
St Vincent's Hospital (Melbourne) Limited