



Secretary

Department of Health

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Janet Lee
Coroner's Registrar
Coroners Court of Victoria
Via e-mail: team4@courts.vic.gov.au

Dear Ms Lee

I am writing in response to your email dated 18 July 2023, enclosing a copy of Coroner Lawrie's finding following the inquest into the death of Sasha (COR 2019 004069). I am deeply sorry to learn of the circumstances of Sasha's death.

The Department of Health's response to Coroner Lawrie's recommendation is as follows:

Recommendation:

That the Central Gippsland Health Service take all steps as may be required to eliminate facsimile transmission as the sole means of communication of critical clinical information.

Department of Health Response:

I am pleased to advise that the department of health has work in place to address Coroner Lawrie's recommendation.

Whilst we acknowledge that there is ongoing work required to enable all Victorian health services to move off reliance on fax and other legacy mechanisms for sharing clinical information, the Department of Health (the department) has been working closely with health services to support continued improvement in clinical communication.

Our *Safer Transfer of Care* program aims to enable routine secure exchange of clinical information between Victorian health care providers to support the transfer of care through Secure Messaging Delivery technologies. The department is working with health services, clinicians, and the primary care sector to reduce reliance on fax, phone, and paper referrals and 'loss in transit' of referrals.

Central Gippsland Health Service has recently introduced an electronic medical record (EMR). The implementation of an EMR will progressively reduce the use of facsimile of pathology results at Central Gippsland Health Service.

In addition to the work underway to improve digital information sharing, I also advise of the current work of Safer Care Victoria to support all health services, particularly rural health services, to care for children in emergency situations. *The Safer Care for Kids* project is being developed in partnership with families who have lived experience of sentinel events involving children and in close consultation with health services across Victoria. The project will deliver on three key recommendations, including a new family escalation system for

Victoria, a 24/7 virtual paediatric consultation system, and mandate the use of standardised and age-specific charts (ViCTOR charts) whenever a child's vital signs are recorded. The anticipated launch of *Safer Care for Kids* is expected in 2024.

I hope this information satisfies the Coroner's recommendation in this matter. If you require further information, please contact Nicole McFarlane, Acting Manager, Health Performance Gippsland at the Department of Health on [REDACTED]
[REDACTED]

Yours sincerely



Professor Euan Wallace

Secretary

06/09/2023