LEX 73019

Sheean Werkmeister
Coroner's Registrar
Via e-mail: team1@courts.vic.gov.au

Dear Mr Werkmeister

Thank you for providing the findings of Coroner John Olle dated 1 April 2025 into the death of Alan John Trevor Deem, who died on 19 October 2020. I offer my condolences to Mr Deem's family and loved ones.

Coroner Olle directed the following recommendation to the Department of Health:

*"In the interests of public health and safety and with the aim of preventing similar deaths, I recommend that the **Victorian Department of Health** encourage and facilitate the roll-out of **CareSync Exchange system** or program with a functionality to facilitate inter-hospital transfer documentation where the referring hospital is able to write a referral to which the receiving hospital is able to respond in real time."*

The department supports the coroner's recommendation and will continue to facilitate the roll-out of the CareSync Exchange system. However, it should be noted that whilst CareSync Exchange is an electronic health information sharing tool designed to support clinical handover, it does not have the capability to transfer documentation between hospitals in real time.

There are a range of other systems already in use, including e-Referral platforms and standardised clinical handover tools such as iSoBAR/ISBAR tools[1], which complement CareSync Exchange by facilitating inter-hospital referrals. The department is committed to working with Safer Care Victoria to explore new digital technologies to enhance inter-hospital document transfer and will update the relevant clinical handover guidance to reinforce the use of iSoBAR/ISBAR as current best-practice tools.

I trust this response is of assistance to the Court.

Yours sincerely

Jenny Atta PSM
Secretary
01/07/2025

---

[1] The acronym "iSoBAR" (identify–situation–observations–background–agreed plan–read back) summarises the components of the clinical handover checklist.