

06/01/2026

BY EMAIL

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Coroners Court of Victoria
65 Kavanagh Street
SOUTHBANK VIC 3006

Dear Ms Lee

Re: Investigation into the death of Ms YPM
Your ref: COR 2020 002609

I write to you on behalf of The Melbourne Clinic (**Clinic**) in respect of the above matter and Her Honour's Findings and recommendations dated 16 October 2025.

The death of YPM is a tragedy, and the Clinic extends its deepest condolences to YPM's family.

The Clinic is committed to continuous improvement in public safety and the administration of our policies, and we thank Coroner Giles for the considered recommendations. I set out below the Clinic's further response to the recommendations.

The Coroner made two recommendations to the Clinic which are supported.

Recommendations

1. *The Clinic work with the admitting private psychiatrists to consider the feasibility of routinely providing private psychologists who are involved in a patient's care as part of a long-standing community-based treating team, and who are nominated in the discharge plan to provide community follow-up with a timely (same day) copy of the discharge summary.*

In response to the above recommendation, the Clinic notes as follows:

The Clinic has considered this recommendation and reviewed the current processes in providing nominated providers with a discharge summary.

In this respect, the Clinic has existing policy and model of care documents which specify the requirement for a nurse discharge summary to be routinely completed and sent at the time of the discharge, which ensures timely communication to the nominated general practitioner. In addition, community service providers are notified of the need to commence (or recommence) services prior to a patient's discharge date, and the patient and/or carer is provided with information and contact details of all arranged services.

Further, the Clinic's well-established practice and policy is that the attending medical practitioner completes a medical discharge summary (or letter upon discharge) for each patient, which is also filed in the Clinic's medical record for the patient.

The Clinic supports the provision of timely discharge information to a patient's long-standing community-based psychologist. At present, a nursing discharge summary can be shared with a private psychologist at the direct request of the patient, and this action may require that the patient sign a Release of Information to provide consent. However, routinely doing so presents challenges, particularly regarding the need for explicit patient

nomination and consent prior to any information being distributed. The implementation of this recommendation may also require that the current electronic systems be updated to facilitate the change in the process for routine discharge practices, including the ability to obtain and store the psychologist's contact details, to enable the timely delivery of discharge summaries.

To address these practicalities with implementing the recommendation, the recommendation has been discussed with the Clinic's nursing leadership team and referred to the Medical Advisory Committee for further review. The Clinic is committed to reviewing the feasibility of these system changes, with discussions with appropriate and relevant Healthscope committees.

Accordingly, the Coroner's recommendation is presently being investigated and implemented by the Clinic.

2. *The Clinic develop and circulate to all staff and Visiting Medical Officers (VMOs) a clear policy or practice guide on who is responsible (e.g. clinical staff or VMOs) for provision of discharge summaries to treating practitioners in the community.*

In response to the above recommendation, the Clinic notes as follows:

The Clinic has reviewed and developed its policy, procedures and clinical tools relevant to discharging patients. In particular, the Clinic recently revised its 'Discharge of a Patient' policy in June 2025. This policy relevantly includes requirements that patients receive a signed copy of the nursing discharge summary upon discharge, a duplicate copy is filed in the medical record, and a copy is faxed to the patient's general practitioner. The Clinic is committed to ongoing compliance in respect of this practice and regular policy reviews are completed with the Clinic's National Committees to ensure they remain aligned with National Safety and Quality Health Service standards and best practice.

As discussed above, the Clinic has existing policies and a model of care in which the attending medical practitioner (i.e. the VMO) is responsible for completing and providing a medical discharge summary for each patient. The Clinic will circulate the relevant policy documents as a reminder to all staff and VMO's in this respect of this practice.

The Coroner's recommendation has been implemented.

The Clinic again offers its sincere condolences to Ms YPM's family and friends.

Yours faithfully



Anna Thompson
General Manager
The Melbourne Clinic