



MOUNT BEAUTY
MEDICAL CENTRE

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Date: 7th March, 2017

Coroner Caitlin English
Coroner's Court of Victoria
65 Kavanagh St
Southbank VIC 3006

Re: Hugo Edward Byard Gardiner
Coroner's Reference No: 2015 6472

Your Honour

I write in response to your recommendation:

"That the *Mount Beauty Medical Centre Protocol for seeking paediatric advice when caring for an unwell child* be amended to include the use of visual "face time" calling when the GP contacts the Paediatric Registrar to discuss the presentation of an unwell child."

After due consideration of the recommended amendment to the 'Mount Beauty Medical Centre Protocol' [**the protocol**], our response is that it is unable to be implemented.

A proposal to alter **the protocol** in line with your recommendation was put to the Albury Wodonga Paediatric Group who, after careful consideration, have replied that visual "face time" calling is neither consistent with standard practice for advice calls within Victoria, nor practical due to significant telecommunications limitations within Albury-Wodonga. Dr David Christie from the Albury Wodonga Paediatric Group has forwarded a letter of explanation to the Coroner's Court dated 20 February 2017.

Mount Beauty Medical Centre plans to continue to use the existing **protocol** when seeking paediatric advice. (see Appendix A)

As discussed by Dr Christie, there remains the possibility, on a case by case basis, to send images or videos directly to the consultant or registrar taking the advice call.

Our response has been considered by Dr Laura Zagorski, GP, practice owner, Dr Jeff Robinson and I. Dr David Christie, Director of Paediatrics at Albury Wodonga Paediatric Group, was the primary contact with whom the recommendation to amend **the protocol** was discussed. His contact details are: 432 David St, Albury, NSW, 2640. Ph: (02) 6021 6188.

Yours sincerely

Ms Patricia Ryder,
Practice Manager
Mount Beauty Medical Centre

Appendix A

Mount Beauty Medical Centre & Falls Creek Medical Centre

Practice Protocol for seeking Paediatric advice when caring for an unwell child

This policy should be used when the doctor initially assessing a child believes they are significantly unwell and requires admission to the Albury Base Hospital Paediatric Ward OR if the assessing doctor is unsure and requires advice about the management of the child

Step 1.

Discuss with, and have child reviewed by, a more senior GP colleague within the practice, if available

If unavailable, or patient requires escalation of care, move to Step 2.

Step 2.

Child requires admission:

- Phone Albury Base Hospital on 02 6058 4444
- Select option number 4 (reception for operator assistance)
- Identify yourself and ask to be put through to the Paediatric Registrar on call
- Once Paediatric Registrar has agreed to see the patient, contact Emergency Department (see below)
- Phone Albury ED Doctor in Charge on 02 6058 4576 and let them know the patient is coming for paediatric review
- Arrange transport either via ambulance or private car, depending on acuity of patient

Uncertain if child requires admission:

During business hours:

- Phone Albury Wodonga Paediatric Group on 02 6051 1222
- Select option number 1 (GP wishing to speak to Paediatrician)
- Identify yourself and ask to be put through to the Paediatrician on call

After hours:

- Phone Albury Base Hospital on 02 6058 4444
- Select option number 4 (reception for operator assistance)
- Identify yourself and ask to be put through to the Paediatric Registrar on call