

23 February 2017

Samuel Barty
Coroners Registrar
Coroners Court of Victoria
65 Kavanagh Street
Southbank VIC 3006

Dear Mr Barty,

Re: Court ref: COR 2015 006472 – death of Hugo E Gardiner

The Royal Australian College of General Practitioners (RACGP) acknowledges receipt of your letter dated 19 December 2016 regarding the death of Hugo E Gardiner (Court ref: COR 2015 006472).

Pursuant to Section 72(2) of the Coroners Act 2008, the RACGP responds to the recommendation as follows:

Recommendations

That member practitioners operating in rural and regional areas ensure that their practices include formalized protocols for consultation and referral practices including formalized relationships with nearest specialist paediatric service and the inclusion of the protocol of a reference for visual face time calling when discussing the presentation of an unwell child.

The RACGP Standards for General Practices (the Standards) are a template for quality care and risk management in Australian general practice. The RACGP is developing the next edition of the Standards and Resource Guide (5th edition) which will be launched in October 2017.

Standard 1.6: Coordination of Care relates how a practice engages with a range of relevant health and community services to provide optimal care to patients whose health needs require integration with other medical services (eg. diagnostic services; hospitals and specialist consultants).

The Standards for general practices offering video consultations is an addendum to the Standards and includes additional explanatory notes on 23 existing criteria from the Standards which have been deemed to be of particular significance for safety and quality in a video consultation context between a patient and a specialist at a distant location.

The RACGP, with support from the Australian Government Department of Health, has developed a number of resources to help general practices get started with video consultations. This information is available on the RACGP website at <http://www.racgp.org.au/your-practice/ehealth/telehealth/>

The Coroner's finding into the death of Hugo E Gardiner and subsequent recommendation will be referred to the RACGP Standards Unit for consideration during the final consultation phase of the Standards.

Referral will be made to the RACGP Curriculum Committee for consideration in the development of the next edition of the RACGP Curriculum for General Practice.

Referral has been made to the National Faculty of Specific Interests, Child and Young Person's Health Network.



Royal Australian College of General Practitioners

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Should you or the Coroner wish to discuss this further, please contact RACGP Victoria on (03) 8699 0303.

Yours sincerely

Dr Cameron Loy
Chair, RACGP Victoria