

28 November 2012



Coroner K. M. W. Parkinson
Coroners Court of Victoria
Level 11, 222 Exhibition Street
MELBOURNE VIC 3000

AlfredHealth

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Dear Coroner

I refer to your findings delivered on 16 July 2012 following the Inquest into the death of Mr Ruben Chand (Case number 2009/1679).

Your Honour made two recommendations concerning Alfred Health.

In accordance with section 72(3) of the *Coroners Act* 2008, Alfred Health responded to Your Honour's Recommendations relating to Alfred Health on 4 October 2012.

Since that response we have received more information from Adult Retrievals Victoria concerning a change to their protocols as a result of this case.

I attach a Supplementary Response from Alfred Health which incorporates that information.

Yours sincerely

A handwritten signature in black ink, appearing to read "Bill O'Shea".

Bill O'Shea
General Counsel
Alfred Health

enc

General Counsel



**INQUEST INTO THE DEATH OF MR RUBEN CHAND
CORONER'S RECOMMENDATIONS DIRECTED AT ALFRED HEALTH
SUPPLEMENTARY RESPONSE OF ALFRED HEALTH**

On 4 October 2012, Alfred Health responded to Recommendations of the Coroner following the Inquest into the death of Mr Ruben Chand.

Since that response, and as foreshadowed in the response, a new protocol; has been finalised with Adult Retrieval Victoria for time-critical patient transfers.

On 14 November 2012, Dr Marcus Kennedy, Director, Adult Retrieval Victoria, wrote to Professor Carlos Scheinkestel, Director of Intensive Care at The Alfred, stating:

We have modified our referral, call taking/coordination, and retrieval forms and have incorporated (I think) all of your needs.

Can you have a look at them and let me know if there's any problems/gaps. I have highlighted the main changes.

We will have the new referral form up on the web from today and will start promoting it ASAP. Our internal forms will be changed with the next print run.

All these changes and more/better will also be incorporated into our new IT system (including electronic referral capability, and electronic transfer of data to receiving hospitals as we process the case – ie pre arrival of the patient). Aiming for go-live June-Sept 2013.

Alfred Health would like to draw this information to the Coroner's attention.