

Corporate Services  
Monash Medical Centre  
246 Clayton Road  
Clayton Vic 3168

Postal Address:  
Locked Bag 29  
Clayton South Vic 3169

Tel (03) 9594 2742  
Fax (03) 9594 6590

15 August 2024

Ms Olivia Collard  
Coroner's Registrar  
[cpuresponses@coronerscourt.vic.gov.au](mailto:cpuresponses@coronerscourt.vic.gov.au)

Dear Ms Collard,

### **Investigation into the death of Joshua Coates –COR 2022 001708**

I am instructed to write a response to your letter dated 17 June 2024 which enclosed a copy of Coroner David Ryan's Finding and Recommendations without Inquest into the death of Joshua Coates.

In accordance with section 72(4) of the *Coroner's Act 2008 (Vic)*, Monash Health's responses to the recommendations are as follows:

#### **Recommendation 1(a) - Monash Health and Dorevitch Pathology consider reviewing clinical information systems so that it is user friendly for staff to include all patient information**

Monash Health accepts this recommendation. The Monash Health electronic medical record (EMR) allows "auto-population" of a medical discharge summary, which relies on completion of all relevant fields. Currently Monash Health is undertaking work to improve, enhance and optimise the EMR including increased completion of the primary diagnosis and problem list.

Currently the EMR system only applies to admitted patients, with outpatient patient records not yet included in the EMR, with the exception of outpatients to the Victorian Heart Hospital (VHH). Accordingly, outpatient records at present consist of a mixture of electronic and/or paper documents scanned into a "Scanned Medical Record" (SMR). The SMR is separate to the EMR.

#### **Recommendation 1(b) - Monash Health and Dorevitch Pathology consider reviewing clinical information systems so that it is consumer friendly to allow patients to raise clinical concerns**

This recommendation is also accepted. A patient portal has been implemented at VHH for VHH patients. This portal enables users view the latest observations, medications, family history, discharge summaries and other health records. Monash Health is currently working on a project to ensure pathology results are visible on the patient portal, although the patient portal is not yet available for other Monash Health departments or sites. Pathology results are already visible on My Health Record.

In relation to discharged patients, Monash Health is undertaking a project to use the EMR to produce a patient discharge information summary. In addition, the VHH is undertaking a pilot program whereby discharged patients are given a phone number to call to discuss post discharge clinical issues.

Thank you for the opportunity to respond to the Coroner's recommendations.

Yours sincerely,



Peter Ryan  
**Chief Legal Officer**