

**INQUIRY INTO OPERATION AND MANAGEMENT OF  
THE NORTHERN BEACHES HOSPITAL**

**Name:** Name suppressed

**Date Received:** 24 July 2019

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Partially  
Confidential

There were huge skips at Mona Vale Hospital which eventually were full to overflowing with stationery, equipment and office supplies to be discarded. We were told to throw anything out that couldn't be used by another Mona Vale department (some stayed open on that site) as we would be supplied all new by Healthscope. The administrative staff, in the run-up to closure, spent months and months preparing patient notes for scanning so that there would be no delay in accessing notes on the computer. WHAT A JOKE!!!! There was nothing. We ended up begging, borrowing or stealing stationery etc., filling up the boots of our cars so that we had something to work with.

We had been allotted minimum time to get used to Healthscope's computer system so that when we got over there we couldn't get through without an I.T. Person alongside us- if and when they were available. The IT people were snowed under helping stressed administration staff who were also struggling with the system.

Everything was slow, everyone was kept waiting, we were frustrated and stressed and the poor patients could see us tackling a lengthy, laborious computer system in full view, no matter that they were already booked into the public hospital previously. I felt that a lot of the information gathering was defensive, trying to avoid litigation rather than patient-friendly.

If a patient came in as an emergency, we had no access to previous notes, so we had to ask Mona Vale to fax them, yes fax! It wasn't for lack of asking, either. As I said previously, all our questions regarding equipment, stationery, parking were quelled (Pooh-poohed), it was all going to be lovely and better and everything would be there for us.

I went to Pathology to pick something up for a patient. There were staff trying to work out how to order blood on the computer. They had to send for someone from W.A. to come and sort it out. That should've been pre-empted along with many, many others.