

Transfer of patient records for newly arrived humanitarian entrants (July 2019)*

For humanitarian entrants in the first 6 to 12 months post-arrival, it is critical that patient records are transferred without delay from the initial primary care provider to the next primary care provider to ensure continuity and coordination of care.

Current Practice sends full patient record to receiving Practice as per minimum standards noted below.

The minimum standard for the transfer of patient records for this patient population includes:

- Cover letter from GP including plans for current follow up & all specialty clinics referred to for new GP to consider
- Transfer of Medical Record. This includes:
 - Copy of Health Assessment including Management Plan
 - Immunisation history
 - Past medical history
 - Current medication list
 - Allergies
 - Social history (including genogram if available)
 - Name of pathology provider
 - Radiology results and name of radiology provider
 - Any other relevant clinical information from specialist or health providers.

These records should be transferred via secure email (ie. Medical Objects), fax or registered post.

It is recommended that practices do not charge a fee for transferring patient records given the socio-economic circumstances of this vulnerable patient cohort and the recency of settlement.

It is recommended a medical practice will action the transfer of a patient record within 2-5 business days (unless it is of an urgent nature) upon receipt of a signed request/consent to share patient record form.

References

- Good medical practice: A code of conduct for doctors in Australia, 4 Working with other healthcare professionals and 8.4 Medical records (www.medicalboard.gov.au/Codes-Guidelines-Policies/Code-of-conduct.aspx)
- RACGP Standards for general practices 5th edition, Criterion GP2.4 Transfer of care and the patient-practitioner relationship - practices facilitate the transfer of care initiated by patient or practitioner to ensure continuous and coordinated care (www.racgp.org.au/running-a-practice/practice-standards/standards-5th-edition/standards-for-general-practices-5th-ed).

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