

1<sup>st</sup> November 2017

Dear Colleagues,

RE: Changes to Dr Clancy's after-hours availability effective November 1<sup>st</sup> 2017

In keeping with AMA, RACS and AVANT Safe Hours Guidelines, and to maintain a sustainable ENT elective service, I will be reducing my after-hours availability, effective today. I have attached an information page for patients, explaining the changes. This information will be displayed on my website, in my waiting room and will be provided to patients having surgery.

I will be available overnight after each theatre list. Currently this will mean 1:3 on call. Over the next few months, my theatre schedule will change to allow a 1:4 on call roster, in keeping with Safe Hours recommendations. Please check with switchboard before contacting me after hours.

Dr Pratap visits from Melbourne to provide 3 consulting days per month and will continue to provide 3 on call nights per month. Efforts to recruit another full time ENT surgeon continue.

The current process of managing ENT emergencies will continue, with the surgical registrar being first on call for ENT. During business hours, the Surgical Unit 1 (Clancy/Gan/Ragg) registrar is responsible for ENT patients, including non-urgent in-hospital referrals. After-hours, all patients must first be assessed by the surgical registrar on call.

Switchboard are instructed to direct all calls from outside the hospital or from wards, ED or junior staff to the surgical registrar. If you are considering transferring a patient requiring ENT care to South West Healthcare please first check that an ENT surgeon is on call; if no ENT surgeon is on call I recommend transferring your patient to Geelong.

Processes for managing elective referrals to my practice are unchanged, with all referrals triaged by the practice nurse. Post-operative patients receive printed discharge information, the same information is available on my website [www.clancy-ent.com.au](http://www.clancy-ent.com.au) under the services tab. Protocols for managing common ENT emergencies are available on the Doctors page. During business hours patients can contact me or my practice nurse at the rooms on 5560 5411. Non-urgent after-hours advice can be obtained from the nurse on the ward at the hospital where the patient had surgery. For urgent after-hours problems, patients should attend their nearest emergency department.

Thank you for trusting me with the care of your patients.

Yours sincerely,

Dr Bridget Clancy

