

**Private & Confidential**

31 July 2023

Mr Gerard Hayes  
NSW Secretary  
Health Services Union  
Level 2, 109 Pitt Street  
SYDNEY NSW 2000

*Attention: Tracey Gaddelin – Organiser*

By email: [tracey.gaddelin@hsu.asn.au](mailto:tracey.gaddelin@hsu.asn.au) and [secretary@hsu.asn.au](mailto:secretary@hsu.asn.au)

Dear Mr Hayes

**Proposed Change of Department Hours: Medical Records Department, Maitland Hospital**

I write to advise the Health Services Union (HSU) about a proposal to change the operational hours of the Clinical Information Department at Maitland Hospital, specifically for the position of Clinical Information Officer – Administration Officer Level 2 positions.

Since the introduction of Digital Medical Records (DMR) in March 2020, the hours of the department have been 7.00am – 5.00pm Monday to Friday and 7.00am – 3.30pm Saturday/Sunday. The proposal is to standardise the operating hours of the CID for AO2 core staff to be from 7.30am to 4pm Monday to Sunday.

DMR has realised a range of benefits for staff including:

- All paper-based records are stored offsite at a secure facility.
- Staff are not required to physically retrieve paper records from the offsite facility.
- KPIs are met for scanning patient records to within 48hrs of discharge for inpatient admissions and within 24hrs for emergency presentations.
- Due to the availability of digital records, phone enquiries to the department have significantly decreased and between 4-5pm there may be only one or two phone calls received.
- Visitors to the department has reduced with other departments delivering paperwork for actioning the next business day.

Currently, CID has six (6) shifts that operate Monday to Friday, with four (4) of these shifts rostered between 7.00am – 3.30pm; with (2) shifts between 8.30am – 5.00pm to complete front of house duties and scanning. All staff rotate between the duties so varying start and finish times for staff are not uncommon. For all other Clinical Information Department staff, their hours of work remain unchanged.

Following a request from staff to review the current finishing time of 5pm, preliminary consultation has occurred with the CID AO2 staff regarding the proposed change via monthly team meetings. Wider consultation has been undertaken with several departments of Maitland Hospital with no issues or concerns being raised.

We are committed to working with all staff and keeping them informed during the consultation process. I welcome any feedback or comments from the HSU about this proposal by close of business **Friday 11 August 2023**.

If you have any further questions regarding the above please contact Sarah Bate – LHS Clinical Information Manager on 02 4087 1758 or contact Lynn Hurst, Senior Human Resource Consultant on (02) 49853449.

Yours sincerely,

A handwritten signature in black ink that reads "C Osborne".

**Christine Osborne**  
General Manager, Lower Hunter Sector

*Copies: Alice Fosdick, HR Consultant, Lynn Hurst, Senior HR Consultant*