

Enquiries to: Executive Secretary
Office of the Chief Executive
Telephone: [REDACTED]
Our Ref: 156-26
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Wide Bay
Hospital and Health Service

Assoc Prof Erica Gannon & Dr Brett Dale
President & Chief Executive Officer
AMA Queensland
88 L'Estrange Terrace
Kelvin Grove QLD 4059

Dear Assoc Prof Erica Gannon & Dr Brett Dale

Thank you for your letter regarding the concerns raised by your members about the operation of Wide Bay Hospital and Health Service's (WBHHS) contract with GenesisCare (GC) for radiation oncology services. I appreciate the opportunity to address these matters and provide clarification.

Firstly, I would like to assure you that WBHHS is committed to ensuring the highest standards of patient care and safety. We acknowledge the concerns raised regarding workflow inefficiencies and patient safety, and I can confirm that these matters are being actively addressed through ongoing discussions with GenesisCare and WBHHS as part of our regular monthly contract management meetings. Specifically, the integration of the Mosaik application and the recording of clinical notes, as required under the contract, remain key focus areas in these discussions.

Regarding the concern about restrictions on where patients can be seen, I would like to clarify that this change was introduced as part of the new contract between WBHHS and GC. Under the updated arrangements, new patients are to be seen at WBHHS premises, with further reviews conducted at GC facilities.

In relation to the use of provider numbers, I can confirm that there have been no instances identified where WBHHS has used provider numbers for your doctors. Medicare Benefits Schedule (MBS) billing would generally only apply to services provided to patients who have opted for private treatment, which is not currently the case at WBHHS. The concerns raised in your letter appear to relate to broader changes under the National Health Reform Agreement (NHRA) reforms. WBHHS continues to operate in full compliance with NHRA requirements and will closely monitor any developments arising from the federal government's announcements in the May budget.

Given that the concerns raised in your letter primarily relate to the operation of the contract with GC, I respectfully suggest that these matters be escalated directly with them for resolution. As such, I must respectfully decline your request for a meeting at this time.

Thank you for bringing these matters to my attention. Please do not hesitate to reach out if there are further issues requiring clarification.

Yours sincerely

[REDACTED]

Debbie Carroll
Health Service Chief Executive