

Our reference: **FOI20-12**

Dear [REDACTED]

DECISION ON YOUR ACCESS APPLICATION

I refer to your application under section 30 of the *Freedom of Information Act 2016* (FOI Act), received by Canberra Health Services (CHS) on **Tuesday 19 May 2020**.

This application requested access to:

'I would like a copy of documents related to approval of staff specialists, including radiologists, at The Canberra Hospital working from home or remotely, due to the COVID 19 pandemic.

I would like a copy of all documents related to approval of any TCH radiologist to work remotely from home, via an Everlight workstation, due to the COVID pandemic.

I would like a copy of all emails to and from Dr Charles Ngu, regarding all requests for remote reporting for any staff radiologist, from June 2019 to the 19th May 2020.'

I am an Information Officer appointed by the Chief Executive Officer of Canberra Health Services (CHS) under section 18 of the FOI Act to deal with access applications made under Part 5 of the Act. CHS was required to provide a decision on your access application by **Thursday 9 July 2020**.

I have identified 16 documents holding the information within scope of your access application. These are outlined in the schedule of documents included at [Attachment A](#) to this decision letter.

Decisions

I have decided to:

- grant full access to 3 documents and;
- grant part access to 13 documents.

My access decisions are detailed further in the following statement of reasons and the documents released to you are provided as [Attachment B](#) to this letter.

In reaching my access decision, I have taken the following into account:

- The FOI Act;
- The contents of the documents that fall within the scope of your request;
- The views of relevant third parties; and
- The *Human Rights Act 2004*.

Full Access

I have decided to grant full access to three documents at references 1-2 and 6.

Partial Access

I have decided to partially grant access to 13 documents.

Documents at reference 3-5, 7-12 and 14-15 are partially comprised of personal information, mainly email addresses and mobile contact numbers of both government and non-government employees.

Public Interest Factors Favouring Disclosure

The following factors were considered relevant in favour of the disclosure of the documents:

- *Schedule 2.1 (a) (i) promote open discussion of public affairs and enhance the government's accountability.*

Public Interest Factors Favouring Non-Disclosure

The following factors were considered relevant in favour of the non-disclosure of the documents:

- *Schedule 2.2 (a) (ii) prejudice the protection of an individual's right to privacy or any other right under the Human Rights Act 2004.*

On balance, I determined the information identified for redaction is contrary to the public interest and I have decided not to disclose this information as it would prejudice the right to privacy of the individuals involved.

Documents at reference 13 and 16 are partially comprised of security information of an agency.

Public Interest Factors Favouring Disclosure

The following factors were considered relevant in favour of the disclosure of the documents:

- *Schedule 2.1 (a) (i) promote open discussion of public affairs and enhance the government's accountability.*

Public Interest Factors Favouring Non-Disclosure

The following factors were considered relevant in favour of the non-disclosure of the documents:

- *Schedule 2.2 (a) (iii) prejudice security, law enforcement or public safety.*

On balance, I determined the information identified for redaction is contrary to the public interest and I have decided not to disclose this information. The information redacted is the asset numbers of IT equipment. That disclosure of this information has no discernible benefit to the public and poses a possible IT security issue if provided.

Charges

Processing charges are not applicable to this request.

Disclosure Log

Under section 28 of the FOI Act, CHS maintains an online record of access applications called a disclosure log. The scope of your access application, my decision and documents released to you will be published in the disclosure log not less than three days but not more than 10 days after the date of this decision. Your personal contact details will not be published.

<https://www.health.act.gov.au/about-our-health-system/freedom-information/disclosure-log>.

Ombudsman review

My decision on your access request is a reviewable decision as identified in Schedule 3 of the FOI Act. You have the right to seek Ombudsman review of this outcome under section 73 of the Act within 20 working days from the day that my decision is published in ACT Health's disclosure log, or a longer period allowed by the Ombudsman.

If you wish to request a review of my decision you may write to the Ombudsman at:

The ACT Ombudsman
GPO Box 442
CANBERRA ACT 2601
Via email: ACTFOI@ombudsman.gov.au
Website: ombudsman.act.gov.au

ACT Civil and Administrative Tribunal (ACAT) review

Under section 84 of the Act, if a decision is made under section 82(1) on an Ombudsman review, you may apply to the ACAT for review of the Ombudsman decision. Further information may be obtained from the ACAT at:

ACT Civil and Administrative Tribunal
Level 4, 1 Moore St
GPO Box 370
Canberra City ACT 2601
Telephone: (02) 6207 1740
<http://www.acat.act.gov.au/>

Further assistance

Should you have any queries in relation to your request, please do not hesitate to contact the FOI Coordinator on (02) 5124 9829 or email HealthFOI@act.gov.au.

Yours sincerely



Janine Hammat
Executive Group Manager
People and Culture

7 July 2020



FREEDOM OF INFORMATION SCHEDULE OF DOCUMENTS

Please be aware that under the *Freedom of Information Act 2016*, some of the information provided to you will be released to the public through the ACT Government's Open Access Scheme. The Open Access release status column of the table below indicates what documents are intended for release online through open access.

Personal information or business affairs information will not be made available under this policy. If you think the content of your request would contain such information, please inform the contact officer immediately.

Information about what is published on open access is available online at:

<http://www.health.act.gov.au/public-information/consumers/freedom-information>

APPLICANT NAME	WHAT ARE THE PARAMETERS OF THE REQUEST	FILE NUMBER
[REDACTED]	<p>I would like a copy of documents related to approval of staff specialists, including radiologists, at The Canberra Hospital working from home or remotely, due to the COVID 19 pandemic.</p> <p>I would like a copy of all documents related to approval of any TCH radiologist to work remotely from home, via an Everlight workstation, due to the COVID pandemic.</p> <p>I would like a copy of all emails to and from Dr Charles Ngu, regarding all requests for remote reporting for any staff radiologist, from June 2019 to the 19th May 2020.</p>	FOI20-12

Ref Number	Page Number	Description	Date	Status Decision	Factor	Open Access release status
1.	1 - 4	Email – Message from the Office of the DPET to all JMO's – Please Read	25 March 2020	Full Release		YES
2.	5 - 8	Email – A message from the CEO for managers – COVID-19 update – 25 March 2020	26 March 2020	Full Release		YES
3.	9 – 13	Email – Everlight Radiology's offer of support in response to	26 March 2020	Partial Release	Schedule 2.2 (a) (ii) Personal Information	YES

4.	14 - 15	Email – Book2	31 March 2020	Partial Release	Schedule 2.2 (a) (ii) Personal Information	YES
5.	16 – 19	Email and attachment – Dr Shashhank Sharma	31 March 2020	Partial Release	Schedule 2.2 (a) (ii) Personal Information	YES
6.	20 – 26	Email and attachment – Working from Home; Child-Care facilities	31 March 2020	Full Release		YES
7.	27	Email and attachment – work from home COVID 170320 (Note: Attachment at reference 6)	31 March 2020	Partial Release	Schedule 2.2 (a) (ii) Personal Information	YES
8.	28 – 29	Email – Answers to some questions to draft roster	1 April 2020	Partial Release	Schedule 2.2 (a) (ii) Personal Information	YES
9.	30 – 34	Email and attachment - Requirements for reporting during COVID-19 Pandemic for Canberra Hospital	2 April 2020	Partial Release	Schedule 2.2 (a) (ii) Personal Information	YES
10.	35 - 36	Email – ASMOF advice	2 April 2020	Partial Release	Schedule 2.2 (a) (ii) Personal Information	YES
11.	37 - 40	Email – Dr Sharma reporting via ER – sending arrangement	7 April 2020	Partial Release	Schedule 2.2 (a) (ii) Personal Information	YES
12.	41 - 42	Email – Reporting	8 April 2020	Partial Release	Schedule 2.2 (a) (ii) Personal Information	YES
13.	43 - 50	Email – Radiologists working from home	17 April 2020	Partial Release	Schedule 2.2 (a) (iii) Security	YES
14.	51 - 53	Email – Radiologists – WFH policy	22 April 2020	Partial Release	Schedule 2.2 (a) (ii) Personal Information	YES
15.	54 - 57	Email - Dr Sharma reporting via ER – sending arrangement	1 May 2020	Partial Release	Schedule 2.2 (a) (ii) Personal Information	YES
16.	58 - 66	Email - Radiologists working from home (Note: Attachments out of scope)	28 May 2020	Partial Release	Schedule 2.2 (a) (iii) Security	YES
Total Number of Documents						
16						

Ingram, Daniel (Health)

From: Ngu, Charles (Health)
Sent: Wednesday, 25 March 2020 4:36 PM
To: Devries, Melissa (Health); Garg, Apurv (Health)
Subject: FW: Message from the Office of the DPET to all JMO's - PLEASE READ

UNOFFICIAL

Hi, See point 2 'remote access'
 Does this help with remote reporting?
 Charles

From: Streitberg, Luke (Health) <Luke.Streitberg@act.gov.au>
Sent: Wednesday, 25 March 2020 4:26 PM
To: Streitberg, Luke (Health) <Luke.Streitberg@act.gov.au>
Subject: Message from the Office of the DPET to all JMO's - PLEASE READ

UNOFFICIAL

Hi Everyone,

Given the major upheavals that are underway due to the COVID response, I need to give you an update on some of the important changes that are anticipated in the **term allocation**, **leave**, **teaching** and **welfare spaces**.

1) Term Rotations:

- The COVID situation is rapidly changing and will require **realignment** of our workforce across the board as things progress.
- **All levels** of medical staff are being affected by these changes and JMO's are part of this.
- It is anticipated that many JMO's will require reallocation to other terms or crisis response teams over the coming weeks to month.
- In order to try and keep things as normal as possible, there will be a **staggered approach** to this with an attempt to move **interns** and **IMG's** as a **last resort**.
- This means that **RMO's** will be **first in line** for initial changes.
- I very much understand that these changes may be confronting for you and you will have lots of questions regarding effects on career progression and college programs.
- At this stage, **AHPRA** have assured us that **Interns general registration will not be negatively affected by changes to rotations** during this period of crisis.
- Whilst we do not have any control over the colleges requirements for entry to training programs, we have been assured that the **specialty colleges** are **actively investigating** how to mitigate this situation and more information will be forthcoming over time from them.
- Some **new terms** will be developed as the COVID crisis develops, but all terms, regardless of whether they are new or pre – existing will have:
 - 1) A designated term supervisor
 - 2) A term description
 - 3) A designated clinical supervisor to assist you in daily operations
 - 4) Orientation to the new term
- Those of you who will be required to move units/terms will be contacted as soon as possible by MOSCETU to alert you to any changes so you will have time to prepare.

- This is a very unusual time and is not something any of us have had to deal with in the past. We all need to pull together and we will get through this and come out the other side even stronger.
- I also acknowledge that this has to be done without the usual consultation processes.

2) Remote Access:

- If you are required to **work from home** for any reason, access to CHS IT systems (CPF, clinical portal, drives etc) can be arranged through the **attached document**. You only need to complete this at this stage and hold onto it, not send it.
- If you are required to work from home the request will be fast tracked by Digital Solutions.

3) Welfare:

- These are strange times we live in.
- As the situation related to COVID continues to evolve, it's important to remember that everyone is feeling more anxious, vulnerable and stressed – this is a normal response to these kinds of events.
- As those who provide the care and support to others, the additional stressors acting on us as frontline workers during this period can be magnified considerably.
- Things can creep up on us as we work to help others.
- Don't worry! You are not alone!
- There are many **avenues of support** available for you, including:
 - 1) Employee Assistance Program
 - 2) Term Supervisors
 - 3) Your registrars
 - 4) Blue Buddies
 - 5) Clinical Directors
 - 6) RED Officers

If you are feeling sad, vulnerable, stressed out, anxious or just need to vent some bile, we are here for you!

Please do not hesitate to contact one of the **DPET team**:

- Kirsty Rady (Medical Rotations) – Kirsty.rady@act.gov.au
- Selina Watchorn (Surgical Rotations) – Selina.watchorn@act.gov.au
- Peta Pentony (ED, O+G, Psych and everything else) – Peta.pentony@act.gov.au
- Luke Streitberg (DDPET) – luke.streitberg@act.gov.au
- Mike Hall (DPET) – Michael.hall@act.gov.au

The **Employee Assistance Program contact details** are as below – they are prioritising telehealth and phone consultations, but can arrange face to face appointments if necessary.

			Username:	Password:
People Sense	1300 307 912	www.peoplesense.com.au	no log in required	
Benestar	1300 360 364	https://benestar.com/	CHS	CHS01
Converge International	1300 687 327	www.convergeinternational.com.au	converge	eap
Assure	1800 808 374	https://assureprograms.com.au/	ACTEAP	GOVemployee

<https://healthhub.act.gov.au/emergency-safety/support-staff>

4) JMO Education Program:

- As per my previous emails, the JMO teaching program is forging ahead but due to the workload changes on presenters, the **timing of presentations on the day may be variable** – I will alert you via **email** the day prior, and by **text** on the day.
- All cases will be done by **Zoom** and **recorded**. All materials (video, PowerPoint etc) will placed on **dropbox** after the session ASAP.
- Can I please remind you that if multiple people are using the same device to join in, to keep appropriate **social distance** between yourselves and also let matina.pavez@act.gov.au know that there were multiple of you on one computer so I can record numbers.
- Can I please ask to keep your **microphone muted** unless you wish to **ask a question**, background noise has been a bit of an issue in the first few sessions.
- Also, thanks to everyone for making the trial of online only teaching so successful this week!

5) Handover:

- Currently, **Evening to Night Handover** is expected to **continue as normal** with practicing of **social distancing**. As things move forward with term changes and restructuring of units, attendance at handover will be revised and reviewed as things progress.
- **Psychiatry JMO's** are **not required** to attend Evening to Night Handover – however, they **must handover to Med Pod 3** (even if there is nothing to handover) and email CHSTCHMosu@act.gov.au or Matina.pavez@act.gov.au to indicate to whom and what you handed over (even if it was a call to say 'nothing to hand over').
- The **Intranet** now has the Evening to Night Handover Document on the 'Employment Resources/Medical Officers/Handover' page.

6) Rural Rotations:

- The ACT and NSW Governments have guaranteed freedom of movement of medical staff across the ACT/NSW border during the COVID crisis.
- If you are scheduled to rotate to a rural placement in Term 2 or beyond and have significant concerns about this, please contact myself, Mike Hall or Janelle Corey as soon as possible to discuss options.

7) Leave:

- The Canberra Hospital is currently considering the most appropriate mechanism to handle leave during the period of COVID response.
- It is well understood that staff will need to have a break over the coming months.

- However, if you had scheduled overseas travel as part of your leave and wish to cancel your leave and utilise this later, or if you wish to cancel your current leave to be used later, please let rostering know ASAP so we can facilitate this.
- Further information regarding CHS' policy on leave will be given out as it becomes available.

That's it – stay strong and keep fighting the good fight!

Cheers,

Luke

Dr Luke Streitberg

Staff Specialist Clinical Forensic Medicine

Deputy Director of Prevocational Education and Training

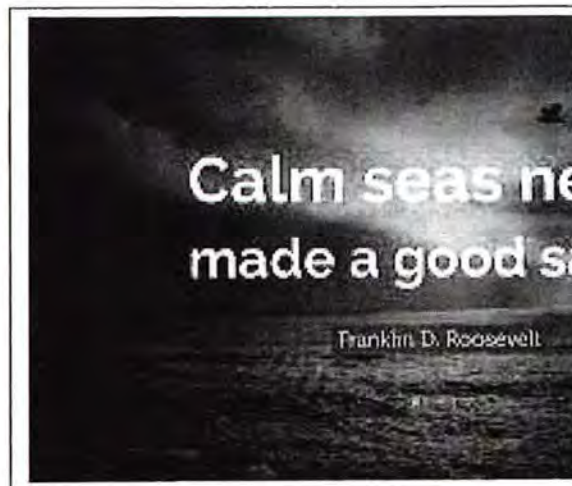
General Practice Advisor for CHS "Walk In Clinics"

Canberra Health Services

Yamba Drive, Garran, ACT 2605

Ph: +61 2 5124 3374

e-mail: Luke.Streitberg@act.gov.au



Ingram, Daniel (Health)

From: Ngu, Charles (Health)
Sent: Thursday, 26 March 2020 11:58 AM
To: Grace SS
Subject: FW: A message from the CEO for managers - COVID-19 update - 25 March 2020 [SEC=UNCLASSIFIED]

UNCLASSIFIED

From: Ngu, Charles (Health)
Sent: Thursday, 26 March 2020 11:09 AM
To: Bush, Leigh (Health) <Leigh.Bush@act.gov.au>; Muir, Leanne (Health) <Leanne.Muir@act.gov.au>; Olalere, Olasunbo (Health) <Olasunbo.Olalere@act.gov.au>; Hamilton, Stephen (Health) <Stephen.Hamilton@act.gov.au>; Devries, Melissa (Health) <Melissa.Devries@act.gov.au>; Horsburgh, Amy (Health) <Amy.Horsburgh@act.gov.au>; Bevan, Ross (Health) <Ross.Bevan@act.gov.au>; Smith, Andrea (Health) <Andrea.Smith@act.gov.au>; Manoharan, Marilyn (Health) <Marilyn.Manoharan@act.gov.au>; Hoolihan, Ashley (Health) <Ashley.Hoolihan@act.gov.au>
Cc: CarMichael, Kerry (Health) <Kerry.CarMichael@act.gov.au>
Subject: RE: A message from the CEO for managers - COVID-19 update - 25 March 2020 [SEC=UNCLASSIFIED]

UNCLASSIFIED

Hi all,

I would like to make this very clear.

When I request you to send information out to staff, I mean exactly that.

If I am requesting for suggestion on how to run the department, I will say so.

Regards,

Charles

From: Bush, Leigh (Health) <Leigh.Bush@act.gov.au>
Sent: Thursday, 26 March 2020 10:28 AM
To: Muir, Leanne (Health) <Leanne.Muir@act.gov.au>; Ngu, Charles (Health) <Charles.Ngu@act.gov.au>; Olalere, Olasunbo (Health) <Olasunbo.Olalere@act.gov.au>; Hamilton, Stephen (Health) <Stephen.Hamilton@act.gov.au>; Devries, Melissa (Health) <Melissa.Devries@act.gov.au>; Horsburgh, Amy (Health) <Amy.Horsburgh@act.gov.au>; Bevan, Ross (Health) <Ross.Bevan@act.gov.au>; Smith, Andrea (Health) <Andrea.Smith@act.gov.au>; Manoharan, Marilyn (Health) <Marilyn.Manoharan@act.gov.au>; Hoolihan, Ashley (Health) <Ashley.Hoolihan@act.gov.au>
Subject: RE: A message from the CEO for managers - COVID-19 update - 25 March 2020 [SEC=UNCLASSIFIED]

I second that Leanne.

Also please note the info in the attachment differs from the info discussed at the huddle this am. Essential health care workers can access work from home arrangements.

Stevy for rads and sonogs are you happy for us to proceed with this where practicable? Do you want to Ok this prior to actioning? I can't load the delegations manual to double check the level that can approve this.

Cheers Leigh

HR information

- **Working from home arrangements for e** now available on the [intranet](#).
- For the most up-to-date information about to the intranet page or contact – [CHS.PCF](#)

From: Muir, Leanne (Health)

Sent: Thursday, 26 March 2020 9:09 AM

To: Ngu, Charles (Health) <Charles.Ngu@act.gov.au>; Olalere, Olasunbo (Health) <Olasunbo.Olalere@act.gov.au>; Hamilton, Stephen (Health) <Stephen.Hamilton@act.gov.au>; Devries, Melissa (Health) <Melissa.Devries@act.gov.au>; Horsburgh, Amy (Health) <Amy.Horsburgh@act.gov.au>; Bush, Leigh (Health) <Leigh.Bush@act.gov.au>; Bevan, Ross (Health) <Ross.Bevan@act.gov.au>; Smith, Andrea (Health) <Andrea.Smith@act.gov.au>; Manoharan, Marilyn (Health) <Marilyn.Manoharan@act.gov.au>; Hoolihan, Ashley (Health) <Ashley.Hoolihan@act.gov.au>

Subject: RE: A message from the CEO for managers - COVID-19 update - 25 March 2020 [SEC=UNCLASSIFIED]

Hi Charles,

Can Mel or Zoia distribute to the MI all staff group, rather than us sending it out?

Thanks,

Leanne Muir | ADON

Medical Imaging | Canberra Health Services | ACT Government

Phone: 02 5124 4333 | Email: leanne.muir@act.gov.au

Building 12, Level 2, Canberra Hospital | PO Box 11, Woden ACT 2606

From: Ngu, Charles (Health)

Sent: Thursday, 26 March 2020 8:30 AM

To: Muir, Leanne (Health) <Leanne.Muir@act.gov.au>; Olalere, Olasunbo (Health) <Olasunbo.Olalere@act.gov.au>; Hamilton, Stephen (Health) <Stephen.Hamilton@act.gov.au>; Devries, Melissa (Health) <Melissa.Devries@act.gov.au>; Horsburgh, Amy (Health) <Amy.Horsburgh@act.gov.au>; Bush, Leigh (Health) <Leigh.Bush@act.gov.au>; Bevan, Ross (Health) <Ross.Bevan@act.gov.au>; Smith, Andrea (Health) <Andrea.Smith@act.gov.au>; Manoharan, Marilyn (Health) <Marilyn.Manoharan@act.gov.au>; Hoolihan, Ashley (Health) <Ashley.Hoolihan@act.gov.au>

Subject: FW: A message from the CEO for managers - COVID-19 update - 25 March 2020

UNCLASSIFIED

FYI and please send it out to all in your area.

Charles

From: CEOHealth <CEOHealth@act.gov.au>

Sent: Wednesday, 25 March 2020 7:13 PM

Subject: A message from the CEO for managers - COVID-19 update - 25 March 2020

UNCLASSIFIED



Good evening managers,

I have summarised the critical information from today's staff update for your attention and action, where necessary.

To ensure staff are well informed, Please make sure you print the latest (attached) manager talking points and place them on your Quality Board.

- The ACT Government announced further changes to ACT's health services to reduce the spread of COVID-19 in our community.
- From Thursday 26 March, we are reducing some non-essential and non urgent services in the following areas:
 - **Community based services, medical outpatients, procedures and treatments:** we are contacting patients whose appointment or treatments are affected. No patient will lose their spot on the wait list as a result of these actions.
 - **Elective surgery:** all patients on the waitlist are being clinically reviewed to ensure the most urgent surgery is prioritised. Patients whose elective surgery has been confirmed and booked will be contacted individually and advised.
- Any staff making adjustments to non-admitted care must follow the guidelines which are currently being distributed and will be available on the intranet shortly.

HR information

- **Working from home arrangements** for essential and non-essential health care workers is now available on the [intranet](#).
- For the most up-to-date information about human resource matters relating to COVID-19 go to the intranet page or contact – CHS.PCResponse@act.gov.au or 5124 9610

Visitor access

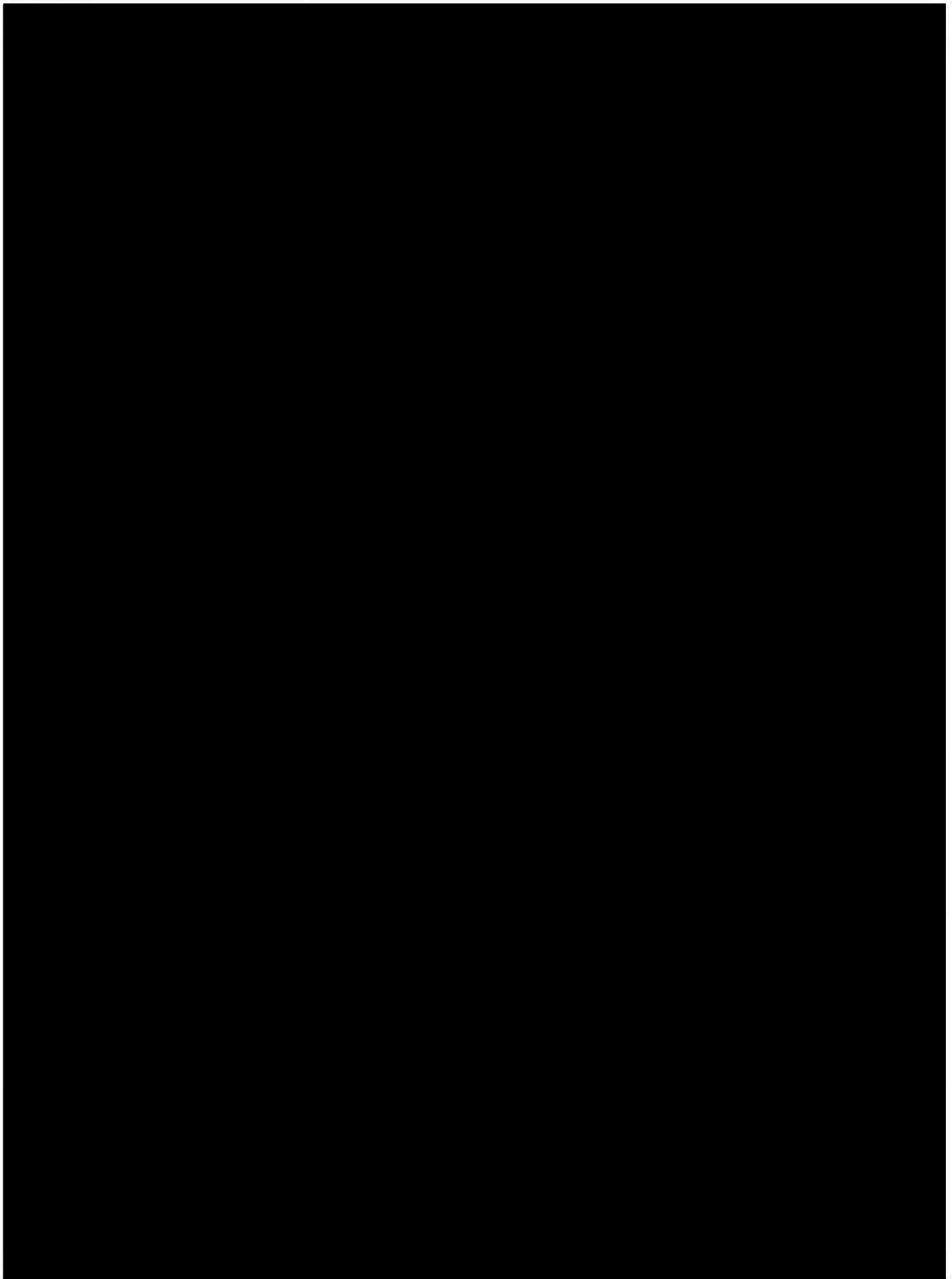
- Current visitor restrictions are limited to one visitor per patient allowed on each site per day.
- We'll be marking up the floors of all our public lifts in respect to current social distancing guidelines. Use the stairs and get your steps up, rather than the lift, wherever possible.

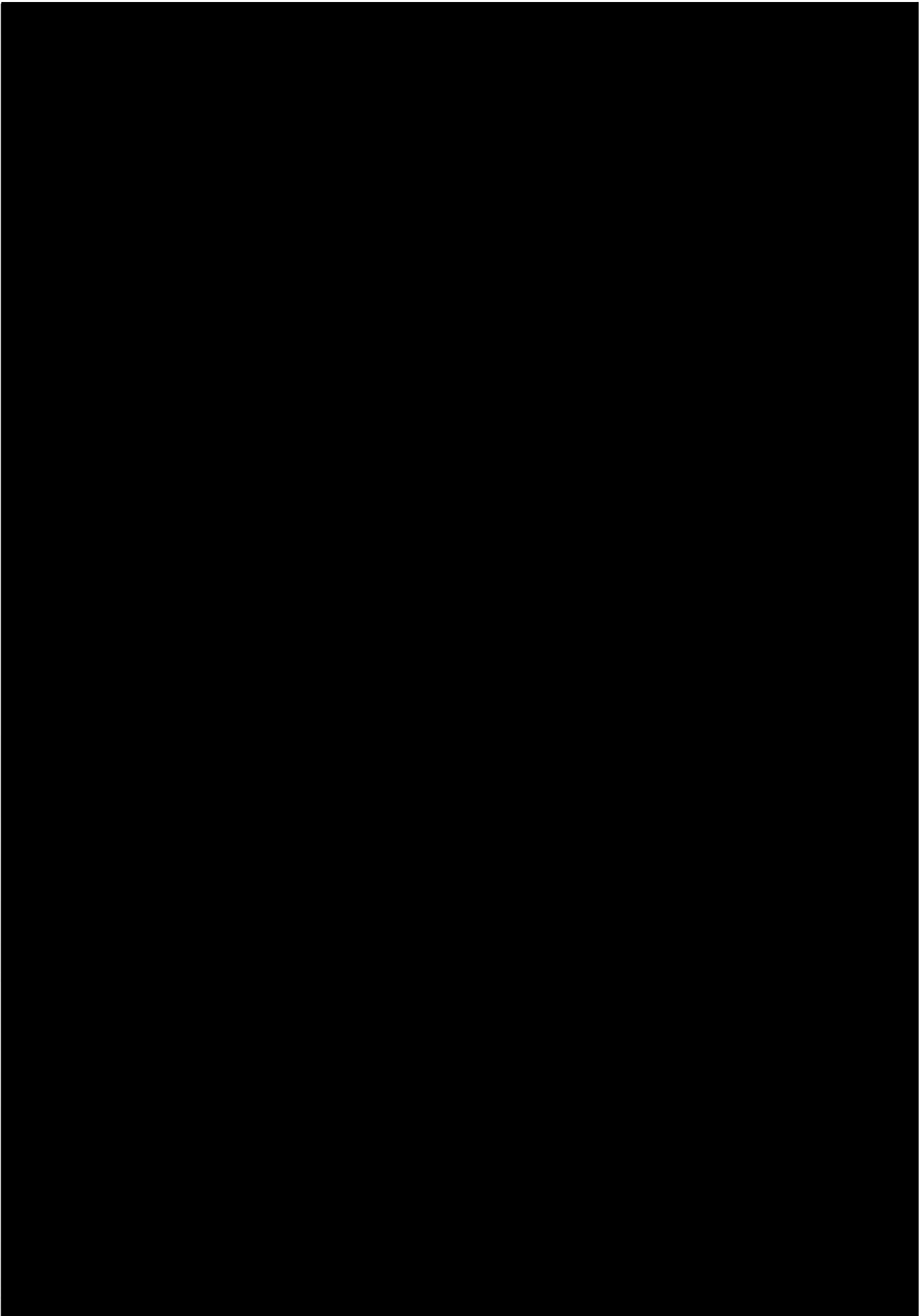
What else do you need to know?

- Next WebEx all staff forum - Friday 27 March 2020

Kind regards

Bernadette McDonald
Chief Executive Officer







From: Olalere, Olasunbo (Health) <Olasunbo.Olalere@act.gov.au>
Sent: Tuesday, 24 March 2020 12:07 PM
To: Ngu, Charles (Health) <Charles.Ngu@act.gov.au>
Subject: FW: Everlight Radiology's offer of support in response to COVID-19 [SEC=UNCLASSIFIED]

Hi Charles

See the attached offer of help form Everlight as part of backup plan

Thanks

Olasunbo Olalere

Director of Business Operations | **Imaging**

Canberra Health Services

Building 12, Level 2, Yamba Drive, Garran ACT 2605

Tel 02 5124 7254  olasunbo.olalere@act.gov.au

www.health.act.gov.au

From: Joanna Wang 
Sent: Tuesday, 24 March 2020 11:33 AM
To: Olalere, Olasunbo (Health) <Olasunbo.Olalere@act.gov.au>; Saunder, Kate (Health) <Kate.Saunder@act.gov.au>
Subject: Everlight Radiology's offer of support in response to COVID-19

Dear Kate and Sunbo,

During these challenging times, when hospitals are under immense pressures, we at Everlight are committed to playing our part to support public health partners. We are proposing solutions that will ensure uninterrupted contingency for the provision of Diagnostic Imaging reporting, nationwide during the COVID-19 crisis.

Firstly, we are already working with Radiology Departments to enable Everlight Radiologists who work with our existing Hospital clients to use their Everlight workstations during government contracted time to undertake home reporting for their government institution using our systems, processes and support staff. This is helping Hospitals keep capacity in the system as a whole and enable ongoing routine reporting. **We are pleased to extend this offer this at no cost to all our partner hospitals.**

But there is more that we can do together. Now, more than ever, the pooling of radiology resources will provide the best possible opportunity of maintaining service continuity, with radiologists across the nation operating in safe and secure environments. Pooling in this way will allow radiologists, regardless of location or employer, to gather as a collective and provision their services to all institutions, giving Hospitals unfettered access to the highest concentration of qualified specialists. **We want to enable hospitals to have universal access to this system as part of its national healthcare continuity planning.**

By working together as one team, irrespective of public or private, we can unify against this virus and significantly enhance the resilience of the government hospital system into the future.

We have attached our formal offer in this email.

Best regards,

Jo

EverlightRadiology

Joanna Wang
Sales Team Leader ANZ


www.everlightradiology.com | [LinkedIn](#) | [Twitter](#)

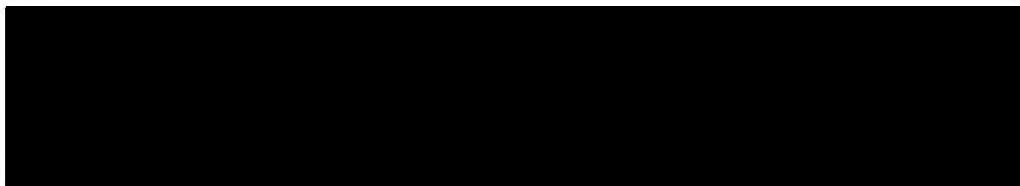
This email, and any attachments, may be confidential and also privileged. If you are not the intended

recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

Ingram, Daniel (Health)

From: Ngu, Charles (Health)
Sent: Tuesday, 31 March 2020 1:31 PM
To: Catherine Hayter
Subject: RE: Book2

UNCLASSIFIED



From: Catherine Hayter [REDACTED]
Sent: Tuesday, 31 March 2020 11:49 AM
To: Ngu, Charles (Health) <Charles.Ngu@act.gov.au>
Subject: Re: Book2

Hi Charles.

Looks good.

Does the remote person do X-ray? Can they also help out with any extra CTs?

When would you start this new roster from?

Thanks
 Cath

From: Ngu, Charles (Health) <Charles.Ngu@act.gov.au>
Sent: Tuesday, 31 March 2020 11:24 AM
To: Garg, Apurv (Health) <Apurv.Garg@act.gov.au>; [REDACTED]
 Javaid, Ahmad (Health) <Ahmad.Javaid@act.gov.au>; Tekula, Bhagya Ratna (Health) <BhagyaRatna.TEKULA@act.gov.au>; Cockburn, John (Health) <John.Cockburn@act.gov.au>; catherine_hayter [REDACTED]
 [REDACTED] Athukorala, Chaturica (Health) <Chaturica.Athukorala@act.gov.au>; Krishna, Dayanethee (Health) <Dayanethee.Krishna@act.gov.au>; [REDACTED]
 [REDACTED] Foley, Peter (Health) <Peter.Foley@act.gov.au>; [REDACTED] Guduguntla, Murali (Health) <Murali.Guduguntla@act.gov.au>; Cockburn, John (Health) <John.Cockburn@act.gov.au>; [REDACTED]
 [REDACTED] Lalloo, Shivendra (Health) <Shivendra.Lalloo@act.gov.au>; [REDACTED] Craft, Melissa (Health) <Melissa.Craft@act.gov.au>; Guduguntla, Murali (Health) <Murali.Guduguntla@act.gov.au>; Ngu, Charles (Health) <Charles.Ngu@act.gov.au>; O'Neil, Ross (Health) <Ross.O'Neil@act.gov.au>; [REDACTED]
 [REDACTED] Tekula, Bhagya Ratna (Health) <BhagyaRatna.TEKULA@act.gov.au>; [REDACTED]
Cc: Rusanov, Zoia (Health) <Zoia.Rusanov@act.gov.au>
Subject: Book2

UNCLASSIFIED

Hi all,

Could you please have a look at this draft.

Zoia please send to all consultants.

Thanks,
Charles

This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

Devries, Melissa (Health)

From: Devries, Melissa (Health)
Sent: Tuesday, 31 March 2020 2:43 PM
To: Joanna Wang
Subject: [REDACTED]
Attachments: scan_melissa devries_2020-03-31-14-38-51.pdf

Hi Jo

Sorry for the delay, we have finally got this one signed off by our Executive.
Please let me know what I need to do from our end to accommodate this.

Thanks
Mel

Melissa Devries | Operations Manager
Phone: 02 5124 4233 | Email: Melissa.Devries@act.gov.au
Medical Imaging | Canberra Health Services | Building 12, Level 2
RELIABLE | PROGRESSIVE | RESPECTFUL | KIND

From: Joanna Wang [REDACTED]
Sent: Thursday, 26 March 2020 9:29 AM
To: Devries, Melissa (Health) <Melissa.Devries@act.gov.au>
Subject: [REDACTED]

Hi Mel,

Yes, we are happy to support.
Please see attached the term sheet, for this offer, for your consideration. Let me know if you have any questions.

Kind regards,
Jo

EverlightRadiology

Joanna Wang
Sales Team Leader ANZ

[REDACTED]
www.everlightradiology.com | [LinkedIn](#) | [Twitter](#)

From: Devries, Melissa (Health) <Melissa.Devries@act.gov.au>
Sent: Thursday, 26 March 2020 9:02 AM
To: Joanna Wang [REDACTED]
Subject: [REDACTED]

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi Jo



Thanks
Mel

Melissa Devries | Operations Manager
Phone: 02 5124 4233 | Email: Melissa.Devries@act.gov.au
Medical Imaging | Canberra Health Services | Building 12, Level 2
RELIABLE | PROGRESSIVE | RESPECTFUL | KIND

This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

26 March 2020

Everlight Radiology
Level 11,
70 Philip Street
Sydney NSW 2000

DELIVERED BY EMAIL

Everlight Radiology's offer of support to public health partners in response to COVID-19

Dear valued partner,

During these challenging times, when hospitals are under immense pressures, we at Everlight are committed to playing our part to support public health partners. We are developing solutions and support mechanisms, that will ensure nationwide service continuity for the provision of Diagnostic Imaging reporting, during the COVID-19 crisis.

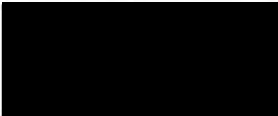
Firstly, if you so desire, we are willing to enable radiologists who are employed by your Department and are also engaged with Everlight, to report from home using our equipment, software and support teams (**Everlight Equipment**). Whilst radiologists are on public duties, between 9 – 5, Monday to Friday, this service will come at **no cost to the Hospital**. Should the need arise to revise this arrangement, we will be sure to discuss this with you first. There are some brief terms which would apply to this arrangement, which are attached in the Schedule to this letter.

But there is more that we can do together. Now, more than ever, the pooling of radiology resources could provide the best possible opportunity of providing the best patient care. Over the past 10 years Everlight has worked to build a mesh of expert and available radiologists that span the nation, in safe and secure environments that scale; like a natural BCP for Radiology. Pooling resources in this way will give Health Services the ability to access the services of their radiologists while their radiologists work remotely. Everlight is well positioned to make this happen and as such, we are working with Health Services around Australia and New Zealand to do so.

By working together as one team, irrespective of public or private, we can unify against this virus and significantly enhance the resilience of public health.

Should you wish to discuss the content of this letter, please contact your Everlight Account Manager.

Yours faithfully



Joanna Wang
Sales Team Leader ANZ

Schedule: Access to Equipment Terms (Terms): The following terms apply to the use of Everlight Equipment by your radiologists:

1. Only radiologists who are engaged with Everlight may use the Everlight Equipment under this arrangement ('authorised Radiologists'). Any radiologist who wishes to use the Everlight Equipment and who is not currently engaged with Everlight, must sign up with Everlight to access the Everlight Equipment.
2. The Health Service will advise Everlight in advance of the weekly shifts and schedules of each authorised Radiologist using the Everlight Equipment ('nominated shifts'). Everlight is not responsible for the productivity of the authorised Radiologist.
3. The 'no cost' use of the Everlight Equipment by authorised Radiologists under this arrangement only applies to the use of the Everlight Equipment in the performance of routine services provided by the Radiologist for the Health Service during his or her 'nominated shifts' in the hours of 9am to 5pm Monday to Friday (being time at the physical location of the Health Service/hospital).
4. The sending regime in relation to reporting under this arrangement is to be agreed with Everlight (timing, volume, priors etc).
5. This arrangement applies only to the use of the Everlight's reporting equipment, software and support ('Everlight Equipment') by an authorised Radiologist. Use of the Everlight Call Centre (protocoling, significant findings etc.) is not included. The Everlight Equipment must not be used in the provision of services by the Radiologist or the Health Service to any third party health provider or diagnostic imaging provider. This arrangement is additional to and does not affect the after hours or emergency reporting services provided by Everlight to the Health Service under any contract between the parties and any KPIs applying to the contract do not apply to the use of the Everlight Equipment under this arrangement.
6. Any Health Service reporting not completed by the authorised Radiologist during the nominated shift will be referred to Everlight. Daily overflow will be transferred into Everlight's general reporting pool (so that there is a possibility of authorised Radiologists reporting the Health Services cases for Everlight between 5pm and 9am. All 'urgents' cases remain chargeable at Everlight's contracted rates (regardless of who reports them). Any reporting under this arrangement is not subject to the contractual KPIs
7. Everlight may at any time terminate the use of the Everlight Equipment under this arrangement or may vary, amend or implement additional conditions and terms regarding the use of the Everlight Equipment under this arrangement, by written notice to the Health Service.
8. Under this arrangement, Everlight is providing access to the Everlight Equipment for use in accordance with these terms and conditions. Everlight is not providing teleradiology services and is not in any way responsible for any services provided by any Radiologist of the Health Service during the provision of services for the Health Service, including where the Radiologist has used the Everlight Equipment.
9. The Health Service is responsible for and bears all liability in respect of:
 - i. any unauthorised use of the Everlight Equipment
 - ii. its authorised Radiologists, employees, contractors and officers, including all wages and payments; and
 - iii. any services provided by any health practitioner engaged by it.
10. The Health Service is responsible for ensuring that the Everlight Equipment is only used in accordance with these terms and conditions (including any additional terms, amendments and variations notified by Everlight).
11. The Health Service will hold Everlight harmless of any liability, claim, loss or damage incurred by Everlight in relation to any services provided by the Health Service or any health practitioner engaged by the Health Service, other than in respect to services provided by the health practitioner to Everlight. Without limiting anything else in this clause, the Health Provider will hold Everlight harmless in relation to any malpractice claim relating to any service provided by the Health Service including where the service involved the use of the Everlight Equipment.
12. Whereas Everlight aims to make the Everlight Equipment available and accessible under this arrangement during the hours of 9am and 5pm Monday to Friday (being time at the physical location of the Health Service/hospital), it does not warrant or represent that the Everlight Equipment will be available during those times. Access may be subject to volume and factors outside its control.
13. The Health Service is responsible for maintaining all necessary insurances including workers compensation and medical negligence insurance. Any authorised Radiologist using the Everlight Equipment under this arrangement must be covered by the Health Services Insurance including for negligent malpractice.

Acknowledgment

By its authorised officer signing and returning a copy of this letter, the Health Service (being the hospital to whom this letter is addressed) accepts the offer of access to and use of the Everlight Equipment under the attached Terms. The undersigned confirms ~~he/she~~ has authority to sign this letter on behalf of the Health Service:
Signed by: [REDACTED]

Print Name/Title:

Date:

PAUL DUGDALE Executive Director Medical Services

31.3.2020

Ingram, Daniel (Health)

From: Ngu, Charles (Health)
Sent: Tuesday, 31 March 2020 3:44 PM
To: Rusanov, Zoia (Health)
Subject: FW: Working from Home; Child-Care facilities
Attachments: work from home COVID 170320.docx

Importance: High

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Forward to all staff pls

From: Alexander, Tonia (Health) <Tonia.Alexander@act.gov.au>
Sent: Tuesday, 31 March 2020 3:21 PM
To: Belle, Kyril (Health) <Kyril.Belle@act.gov.au>; Corey, Janelle (Health) <Janelle.Corey@act.gov.au>; Dahlstrom, Jane (Health) <Jane.Dahlstrom@act.gov.au>; Duck, Carolyn (Health) <Carolyn.Duck@act.gov.au>; Farrar, Tracey (Health) <Tracey.Farrar@act.gov.au>; Hall, Michael (Health) <Michael.Hall@act.gov.au>; Lalor, Daniel (Health) <Daniel.Lalor@act.gov.au>; Ngu, Charles (Health) <Charles.Ngu@act.gov.au>; Olalere, Olasunbo (Health) <Olasunbo.Olalere@act.gov.au>; Rusanov, Zoia (Health) <Zoia.Rusanov@act.gov.au>; Svoboda, Anne-Marie (Health) <Anne-Marie.Svoboda@act.gov.au>; Swaminathan, Ashwin (Health) <Ashwin.Swaminathan@act.gov.au>
Subject: FW: Working from Home; Child-Care facilities
Importance: High

UNCLASSIFIED

FYI

Tonia Alexander | Business Manager to Paul Dugdale, EDMS
 Phone: 02 5124 2009 | Email: Tonia.Alexander@act.gov.au
Medical Services Group | Canberra Health Services | ACT Government
 GPO Box 825, Canberra City ACT 2601 | health.act.gov.au
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ACT
Government

**Canberra Health
Services**

Our **vision** is *creating exceptional healthcare together*
 Our **role** is *to be a health service that is trusted by our community*

From: Eley, Jennifer (Health) <Jennifer.Eley@act.gov.au> **On Behalf Of** Hammat, Janine (Health)
Sent: Monday, 30 March 2020 9:55 AM
To: ACT Health, ACTPathologyED <ACTPathologyED@act.gov.au>; Canberra Health Services CFO <CHSCFO@act.gov.au>; Canberra Health Services Communications <CHScomms@act.gov.au>; Canberra Health Services People and Culture <CHSPeople-Culture@act.gov.au>; CEOHealth <CEOHealth@act.gov.au>; CHS CAS <CHS.CAS@act.gov.au>; CHS COO <CHSCOO@act.gov.au>; CHS NMPSS <CHS.NMPSS@act.gov.au>; CHS Quality Safety, Innovation and Improvement <CHS.QSII@act.gov.au>; CHS, WYC Executive Office

<CHS.WYCExecutiveOffice@act.gov.au>; CHSCriticalCare <CHSCriticalCare@act.gov.au>; ED Division Of Medicine <EDDivisionOfMedicine@act.gov.au>; EDDoS, <EDDoS@act.gov.au>; Executive Director of Medical Services <edms@act.gov.au>; IHSS <IHSS@act.gov.au>; Peffer, Dave (Health) <Dave.Peffer@act.gov.au>; RACCExecutiveOfficer <RACCExecutiveOfficer@act.gov.au>; CarMichael, Kerry (Health) <Kerry.CarMichael@act.gov.au>; Green, Sally (Health) <Sally.Green@act.gov.au>; McMenamin, Tracey (Health) <Tracey.McMenamin@act.gov.au>; Winter, Natalie (Health) <Natalie.Winter@act.gov.au>
Cc: Bracher, Katrina (Health) <Katrina.Bracher@act.gov.au>; Chatham, Elizabeth (Health) <Elizabeth.Chatham@act.gov.au>; Dahlstrom, Jane (Health) <Jane.Dahlstrom@act.gov.au>; Dugdale, Paul (Health) <Paul.Dugdale@act.gov.au>; Gay, AndrewD (Health) <AndrewD.Gay@act.gov.au>; Gilmore, Lisa (Health) <Lisa.Gilmore@act.gov.au>; Grace, Karen (Health) <Karen.Grace@act.gov.au>; Hammat, Janine (Health) <Janine.Hammat@act.gov.au>; Kaye, Todd (Health) <Todd.Kaye@act.gov.au>; Kohlhagen, Linda (Health) <Linda.Kohlhagen@act.gov.au>; Lang, Kellie (Health) <Kellie.Lang@act.gov.au>; McDonald, Bernadette (Health) <Bernadette.McDonald@act.gov.au>; Mooney, Colm (Health) <Colm.Mooney@act.gov.au>; O'Neill, Cathie (Health) <Cathie.O'Neill@act.gov.au>; Patterson, Denise (Health) <Denise.Patterson@act.gov.au>; Taylor, Jacqui (Health) <Jacqui.H.Taylor@act.gov.au>; Wood, Daniel (Health) <Daniel.Wood@act.gov.au>

Subject: Working from Home; Child-Care facilities

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Good morning all

Please see below an update for all managers to be aware of and discuss with staff:

- The 'Working from Home – COVID-19 Response' factsheet is attached and is also available on the intranet. Would you ensure that your managers are aware of this procedure and that the checklist is completed prior to commencement of working from home. In the factsheet there are clear points regarding allocation of other duties and, if necessary, recalling staff back to the workplace. There is limited availability of laptops for staff to use from home, so managers will need to include this as part of their consideration.
- Child-care arrangements: The ACT Education Directorate will maintain an ongoing service for children of Canberra's emergency and health workers, regardless of any decisions taken by governments in response to COVID-19. If you have any concerns, please contact the Education Directorate's Families and Students, Complaints and Feedback Unit online via the [ACT Education Directorate contact form](#) or by phone **(02) 6205 5429** between 9am-5pm, Monday to Friday.

Regards,

Janine

Janine Hammat | Executive Group Manager
 Phone: 02 5124 9631 | Email: janine.hammat@act.gov.au
People and Culture | Canberra Health Services | ACT Government
 Level 1 Building 23 Canberra Hospital
 PO Box 11 WODEN ACT 2606 | health.act.gov.au
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Working from Home - COVID-19 Response

In general, during the period of the COVID-19 response where staff cannot be at the workplace but are not ill then working for home should be considered in the first instance prior to leave being approved. This is to ensure that the work required to be undertaken within the Canberra Health Services is maintained as much as possible during this emergency period. It is also in line with the Employee Entitlement Principles contained in the "ACT Government advice titled *Emergency Response – ACTPS Advice Relating to Staff Entitlements And Access to Leave During Novel Coronavirus*".

Scenarios for working from home

Staff member COVID-19 Positive Result	Working from home is not permitted employee is on personal leave
Self Isolation – 14 days Return from overseas	Work from home at Manager Discretion if possible
Self Isolation – until cleared Health worker with suspected COVID-19 symptoms – medically supported	Work from home at Manager Discretion if possible
School Closure – caring for children	Work from home at Manager Discretion if possible
Direction that all non-essential staff not be in the workplace	Work from home at Manager Discretion if possible

Determining appropriate work from home duties

Where an employee is not ill, but is unable to attend the workplace, the first consideration should be that they work from home (where practicable). Managers should make reasonable adjustments to the requirements of the employee's position, having regard to operational requirements and the suitability of the work. For example, an employee may undertake their e-learning requirements online, or undertake other tasks assigned by the directorate.

Potential recall to work base when working from home

It is important to note that once approval to work at home is granted this does not preclude a requirement to return to the workplace to undertake work in the future. As circumstances change it may be necessary to have a person back in the workplace to undertake their duties



or they may be allocated other duties during this emergency that require them to have to return to the workplace.

Once the above determination has been completed and working from home has been determined as appropriate then the attached WHS checklist is to be completed.

Like any work environment, it is important that your home environment is safe and does not pose unnecessary

Working from Home Work Health Safety (WHS) Checklist - COVID-19 Response

This WHS checklist is to be completed by the staff member prior to commencement of working from home as part of managing the public health risk of COVID-19.

Like any work environment, it is important that your home environment is safe and does not pose unnecessary risk to your health and safety.

The completed checklist is to be provided to your manager to determine if the home-based work environment is suitable for the purposes of working from home from a Work Health Safety (WHS) perspective.

Name of staff member	
Position	
Division	
Branch/Work area	
Contact phone number	
Alternate contact email	
Reason for working from home?	

Work Environment	Yes	No
Are relevant resources available and work-ready? Do you have:		
An appropriate space to undertake your work?		

FACT SHEET



A laptop or other arrangement for accessing network/required files from home?		
A reliable home internet connection?		
Remote access ('Direct access' or 'External Access') that enables you to access the ACTGov network via your home internet connection? Note - Ensure this is tested, including access to all required network drives and folders, including RiskMan.		
Other Persons in your home environment It is likely that if working from home is required, other people in your household may also be working from home, or children may be home due to school and childcare closures. This may make it difficult or prevent you from being able to work from home safely and effectively.	Yes	No
Will other people be sharing the space or in the near vicinity (i.e. occupying other rooms of the home, children requiring supervision etc)? <i>If YES, discuss with your manager whether this will make it difficult or prevent you from being able to work from home safely and effectively and consider other options.</i>		
Safety and Security	Yes	No
Are there any security issues that you are aware of that may affect your ability to abide by ACT Government regulations and policies e.g. Managing security of ACT Government information and materials? If YES, please provide details below:		
A communication procedure has been established to ensure regular contact between employee and manager on a daily basis (e.g. email/text/phone call for start work, during day, end of shift)?		
I have checked HR21 my home address and emergency contact details and they are correct and up to date and/or my Manager has these details?		
Smoke detectors are installed in the work area and properly maintained and a test reveals that they are functioning?		
Are basic first aid supplies available?		

FACT SHEET



Are there sufficient power points, internet ports, phone connections and electrical cords available for the equipment being used?		
Is there adequate storage space for work materials (if required)?		
Access/Egress	Yes	No
Path to exit/s is free of trip hazards and obstructions to allow unimpeded passage in an emergency?		
Doorways, passages, walkways, steps etc. kept clear for easy access and egress of people?		
Other	Yes	No
There is a requirement for manual handling of work equipment from home to work. (If Yes) Comments:		
Do you currently have any reasonable adjustments (e.g. an ergonomic mouse or keyboard) in your office work location that would need to be considered in a working from home arrangement?		
I am aware of my responsibility to report any incidents to my Manager and on Riskman e.g. injuries, near misses, hazards?		
I am aware of the need to avoid prolonged periods of sitting in a static position and to regularly change position by standing up and stretching?		
Staying in touch with your manager and your team		
Maintaining contact with your manager and team during any period of working from home will be very important. This connection will ensure that you have the appropriate support to continue your work as well as ensuring that you do not feel isolated and alone during this period. Have you:	Yes	No
Discussed with your manager what support you may require?		
Discussed suitable arrangements for contact with colleagues?		
Declaration and Authorisation		



This completed checklist is true and correct, with the understanding that further assessment may occur if required.

Applicant's signature:

Date:

(Type name to complete electronically if sent by email)

MANAGER TO COMPLETE BELOW

The proposed work area is *Suitable* / *Not Suitable* from a WHS perspective.

The following modifications/equipment are required:

Employee to provide:

CHS to provide:

Manager's signature:

Date:

(Type name to complete electronically if sent by email)

For further information regarding this checklist contact Work Health Safety on **5124 9410**
CHS.WorkHealthSafety@act.gov.au

Ingram, Daniel (Health)

From: Ngu, Charles (Health)
Sent: Tuesday, 31 March 2020 3:44 PM
To: Garg, Apurv (Health);Javaid, Ahmad (Health) [REDACTED] Tekula, Bhagya Ratna (Health);Cockburn, John (Health);catherine hayter [REDACTED] Athukorala, Chaturica (Health);Tarun Jain;Krishna, Dayanethee (Health);Dylan Kurda;Mahajan, Aakash - Radiologist;Foley, Peter (Health);Foley, Peter home;Guduguntla, Murali (Health);Hayter, Catherine (Health);Cockburn, John (Health);Javaid, Ahmad (Health);jamie tran;Jyoti, Rajeev Assoc Prof - ANU Medical School;Jain, Tarun Dr;Kevin Seow;Khan, Sharoz;Krishna, Dayanethee (Health);Laloo, Shivendra (Health);Laloo, Shivendra, home;Craft, Melissa (Health);Guduguntla, Murali (Health);Ngu, Charles (Health);O'Neil, Ross (Health);Foley, Peter (Health);Foley, Peter home;O'Neil, Ross (Health);Robert Allen;Ross O'Neil [REDACTED] Tarun Jain;Tekula, Bhagya Ratna (Health);Varghese Joseph
Subject: work from home COVID 170320
Attachments: work from home COVID 170320.docx

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Hi all,
We are not there yet on many fronts but let's try to get the paperwork out of the way please.
Thank you all.
Charles

Ingram, Daniel (Health)

From: Ngu, Charles (Health)
Sent: Wednesday, 1 April 2020 9:52 AM
To: Krishna, Dayanethee (Health)
Subject: RE: Answers to some questions to draft roster

UNCLASSIFIED

Just called for a meeting at 10 to discuss more

From: Krishna, Dayanethee (Health) <Dayanethee.Krishna@act.gov.au>
Sent: Wednesday, 1 April 2020 9:44 AM
To: Ngu, Charles (Health) <Charles.Ngu@act.gov.au>
Subject: RE: Answers to some questions to draft roster

Hi Charles

Just thinking that if the primary aim of the new roster is to limit exposure, then it may not be effective. As it stands, you may end up in the hospital more days (although less hours) than you normally would.

Also, would leave have to be cancelled? I would prefer to take leave and hence reduce exposure, unless mandatory to come in.

Can we discuss further?

Daya

From: Ngu, Charles (Health)
Sent: Tuesday, 31 March 2020 1:54 PM
To: Garg, Apurv (Health) <Apurv.Garg@act.gov.au>; [REDACTED] Javaid, Ahmad (Health) <Ahmad.Javaid@act.gov.au>; Tekula, Bhagya Ratna (Health) <BhagyaRatna.TEKULA@act.gov.au>; Cockburn, John (Health) <John.Cockburn@act.gov.au>; catherine_hayter [REDACTED] Athukorala, Chaturica (Health) <Chaturica.Athukorala@act.gov.au>; Krishna, Dayanethee (Health) <Dayanethee.Krishna@act.gov.au>; [REDACTED] Foley, Peter (Health) <Peter.Foley@act.gov.au>; Foley, Peter [REDACTED] Guduguntla, Murali (Health) <Murali.Guduguntla@act.gov.au>; Garg, Apurv (Health) <Apurv.Garg@act.gov.au>; Hayter, Catherine (Health) <Catherine.L.Hayter@act.gov.au>; Cockburn, John (Health) <John.Cockburn@act.gov.au>; Javaid, Ahmad (Health) <Ahmad.Javaid@act.gov.au>; [REDACTED] Krishna, Dayanethee (Health) <Dayanethee.Krishna@act.gov.au>; [REDACTED] Lalloo, Shivendra (Health) <Shivendra.Lalloo@act.gov.au>; [REDACTED] Craft, Melissa (Health) <Melissa.Craft@act.gov.au>; Guduguntla, Murali (Health) <Murali.Guduguntla@act.gov.au>; Ngu, Charles (Health) <Charles.Ngu@act.gov.au>; O'Neil, Ross (Health) <Ross.O'Neil@act.gov.au>; Foley, Peter (Health) <Peter.Foley@act.gov.au>; [REDACTED] O'Neil, Ross (Health) <Ross.O'Neil@act.gov.au>; [REDACTED] Lalloo, Shivendra (Health) <Shivendra.Lalloo@act.gov.au>; [REDACTED] Tekula, Bhagya Ratna (Health) <BhagyaRatna.TEKULA@act.gov.au>; [REDACTED]

[REDACTED] Rusanov, Zoia (Health) <Zoia.Rusanov@act.gov.au>

Subject: Answers to some questions to draft roster

UNCLASSIFIED

[REDACTED]

Weekly basis.

Difficulty with changing one day a week, help on Sunday if required?

One particular week with rotation to different modalities and shifts including weekends for the full time FTE. No answers for some of the part timers.

Ingram, Daniel (Health)

From: Ngu, Charles (Health)
Sent: Thursday, 2 April 2020 2:07 PM
To: Devries, Melissa (Health)
Subject: FW: Requirements for reporting during COVID-19 Pandemic for Canberra Hospital
Attachments: instructions for doctors reporting for their own facilities.docx

UNCLASSIFIED

Pls have a second look at this for me.

From: [REDACTED]
Sent: Thursday, 2 April 2020 2:00 PM
To: Ngu, Charles (Health) <Charles.Ngu@act.gov.au>
Cc: Rusanov, Zoia (Health) <Zoia.Rusanov@act.gov.au>
Subject: Fw: Requirements for reporting during COVID-19 Pandemic for Canberra Hospital

Hello Charles,

Please find attached info from everlight project management team.
I'm sure you're already aware of all the main points.

I think I'll be commuting to work next week as well.

Regards

----- Forwarded message -----

From: "Linda Gracie" <[REDACTED]>
To: [REDACTED]
Cc: [REDACTED]
Sent: Thu, 2 Apr. 2020 at 1:45 pm
Subject: Requirements for reporting during COVID-19 Pandemic for Canberra Hospital

Hope you are well in these difficult times.

As you are probably aware we are looking at setting up a feed of data from the Canberra Hospital through Everlight to you so you can report at home. We still have some technical connections to get set up so it may not be until next week that we can get this going. But please find attached a document outlining the terms and conditions we have organised with the Canberra hospital and some instructions for you.

The important thing is that you need to use the log in details below so we can define the cases reported for the Canberra Hospital for this BCP as opposed to the work you do for us

[REDACTED]

Please let me know if you have any questions. I will send the password in a separate mail

Thanks

Linda

EverlightRadiology

Linda Gracie
IT Project Manager

[REDACTED]

www.everlightradiology.com | [LinkedIn](#) | [Twitter](#)

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Everlight Radiology

**Reporting
cases under
COVID-19 BCP
conditions –
Everlight
Clients**

Situation

During the COVID-19 pandemic lockdown periods being invoked by a number of countries around the world, many of the hospitals who use Everlight's services and the doctors who work for Everlight, have asked if those doctors who work for Everlight and also work for one of Everlight's clients could use the Everlight home hub equipment to report cases for the hospital.

Everlight have agreed to this arrangement under the following conditions.

- Access for our radiologists via Everlight systems and processes only
 - Applies even if existing customer has a VMware solution.
- Free of charge (initially)
- Restricted to routine service
- Shifts confined to 9 – 5, Monday to Friday
- Sending regime to be agreed with Everlight (timing, volume, priors etc)
- No use of Everlight call centre (protocoling, significant findings etc)
- **All** 'urgents' remain chargeable at contracted rates (regardless of who reports them)
- Daily overflow transferred into general reporting pool ('possibility of your radiologists reporting your cases between 5pm and 9am')
- Radiologist will expect to have entire worklist assigned at 9am
- Everlight are not responsible for managing productivity of the radiologist on Health's time.
- Health's radiologist will not report Everlight cases during Health's time.
- Cases are not subject to contractual KPI's (unless they are overflow)
- Client to inform Everlight of the radiologists' schedule (non-attendance reported by ELR to client)
- Client to certify the radiologist is indemnified by Health's insurances
- Health's cases not to be peer reviewed, unless asked (chargeable)
- **Radiologists not currently working for Everlight, must join, to access a workstation**

Workflow

1. The hospital will determine the cases to be reported by the doctor at home and send them to Everlight either through a new BCP Routine channel (this will need to be set up) or through the regular Routine channel.
2. The hospital will email through a list of the cases and the doctors that they want them assigned to, to operations@everlightradiology.com
3. The OC's at Everlight will assign the cases according to the instructions to the BCP username for those doctors.
4. The doctor will log onto Reporting Module using the BCP username and password

5. Cases will be reported in the usual way
6. Reports will return to the hospital through the usual delivery mechanism.

Requirements for Everlight Doctors

Everlight doctors will need a new user name and password to be issued to complete the work being assigned by the hospital. This username and password will begin with BCP then first initial and last name eg BCPjsmith. This will distinguish the work being done by the doctor for their primary hospital as opposed to the work they complete for Everlight Radiology during this period.

All reports will have to be self edited by the Everlight doctor as the Everlight Operations staff will not be attached to assisting with managing this work.

These cases cannot be put on hold in Reporting Module if you need them followed up for some reason. The Everlight OCs will not be doing the follow up on these cases.

Ingram, Daniel (Health)

From: Ngu, Charles (Health)
Sent: Thursday, 2 April 2020 2:16 PM
To: Garg, Apurv (Health); Krishna, Dayanethee (Health)
Subject: FW: ASMOF advice

UNCLASSIFIED

From: Steve Ross [REDACTED]
Sent: Thursday, 2 April 2020 12:48 PM
To: Ngu, Charles (Health) <Charles.Ngu@act.gov.au>
Subject: RE: ASMOF advice

Dear Charles,

Thank you for your email and for talking with me just now.

From what you outlined the approach seems a sensible one in the circumstances to ensure ongoing capacity to deliver the services while maintaining the safety of staff.

I ask that you especially keep me informed about:

- The time frame for IT to be organised to enable medical staff to work from home whenever possible;
- Any shortages of PPE
- Any infection control breakdowns
- If any issues arise from the reduction from 2 to 1 staff in the treatment room.
- Significant increases or other changes in hours being worked by medical staff.

As discussed, if individual members contact me I'll call you directly to discuss. Likewise, please feel free to give me a call if any matters arise.

Regards

Steve Ross
 Executive & Industrial Officer
 ASMOF (ACT)
 Mobile: [REDACTED]
 Email: [REDACTED]
 Web: www.asmof.org.au



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From: Ngu, Charles (Health) <Charles.Ngu@act.gov.au>
Sent: Thursday, 2 April 2020 12:06 PM
To: Steve Ross [REDACTED]
Subject: RE: ASMOF advice

UNCLASSIFIED

Steve,

I forgot to mention that medical staff (consultants and registrars) have been positive and supportive in the discussion so far.

The primary aim is to protect all staff to maintain capacity in order that we can continue to provide an essential service to the community in the months ahead.

Regards,

Charles

From: Ngu, Charles (Health)

Sent: Thursday, 2 April 2020 10:55 AM

To: Steve Ross [REDACTED]

Subject: ASMOF advice

UNCLASSIFIED

Hi Steve,

As part of TCH effort to prepare for the COVID emergency, Medical Imaging is adjusting the roster to protect the radiologists and registrars in order to maintain the workforce capacity to continue to provide an essential service to the community in the months ahead.

Could you please advise from the ASMOF's perspective?

Regards,

Charles

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Devries, Melissa (Health)

From: Devries, Melissa (Health)
Sent: Tuesday, 7 April 2020 1:16 PM
To: Ngu, Charles (Health); [REDACTED] Hamilton, Stephen (Health)
Subject: RE: Dr Sharma reporting via ER - sending arrangement

I have put this to Jo and will let you know what the outcome is.

Stevo – we will need to coordinate a way with the Radiographers to track and email Everlight at those times with the list of studies.

Thanks
 Mel

From: Ngu, Charles (Health)
Sent: Tuesday, 7 April 2020 10:39 AM
To: [REDACTED] Devries, Melissa (Health) <Melissa.Devries@act.gov.au>; Hamilton, Stephen (Health) <Stephen.Hamilton@act.gov.au>
Subject: RE: Dr Sharma reporting via ER - sending arrangement

UNCLASSIFIED

Mel,
 It would be good if Jo Could facilitate the 9am transfer in addition to 11am and 2pm please.
 Thanks,
 Charles

From: shashhank sharma [REDACTED]
Sent: Monday, 6 April 2020 2:44 PM
To: Devries, Melissa (Health) <Melissa.Devries@act.gov.au>; Ngu, Charles (Health) <Charles.Ngu@act.gov.au>; Hamilton, Stephen (Health) <Stephen.Hamilton@act.gov.au>
Subject: RE: Dr Sharma reporting via ER - sending arrangement

Hi everyone,

My new everlight profile login is sorted.

Mel, can you please liaise with Linda Gracie about connections at the hospital end.

Re: sending work, how about sending some unreported overnight x-rays at 9am to report for 1st 2hrs.

Regards
 Sharma

[REDACTED]

On Mon, 6 Apr. 2020 at 2:14 pm, Devries, Melissa (Health) <Melissa.Devries@act.gov.au> wrote:

Hi Shashhank

If you could please let me know once they have sorted everything from their end then we can work on sending you studies. Won't be until tomorrow now given it's already into the afternoon.

We won't be able to send you overnight studies because they will have a registrar's preliminary report attached which cannot be sent through the gateway to Everlight.

The treating team in the hospital and ED sometimes count on having access to the preliminary report, so saving the overnight work for you may cause disruptions.

Activity from our end has slowed down significantly so we thought 11am would be enough time to be able to send you through a list of studies.

Thanks

Mel

From: shashhank sharma [REDACTED]
Sent: Monday, 6 April 2020 11:03 AM
To: Ngu, Charles (Health) <Charles.Ngu@act.gov.au>; Devries, Melissa (Health) <Melissa.Devries@act.gov.au>
Subject: RE: Dr Sharma reporting via ER - sending arrangement

Hello Charles & Mel,

Linda Gracie from everlight told me that my new profile is set up but there are teething issues with logging in, which I'm trying to sort out. Also, she hasn't set up Canberra hospital.

Going through earlier mail below,, If the scans are coming only after 11am, then we'll loose 1st 2 hours.

How can we get things going from 9am so that I'm equally contributing like my other colleagues. Also, if some of the overnight studies are send to me, that'll decrease night reg load.

How about send times if 9am, 1130am & 2pm??

Regards

Sharma
[REDACTED]

On Mon, 6 Apr. 2020 at 9:51 am, Ngu, Charles (Health)

<Charles.Ngu@act.gov.au> wrote:

UNCLASSIFIED

Thanks for doing this Mel.

Stevo, could you liase with Mel and Shashank to get this going today if possible please?

Amy, can you label these cases as COVID so that we could track them please?

Thanks,

Charles

From: Devries, Melissa (Health) <Melissa.Devries@act.gov.au>
Sent: Friday, 3 April 2020 8:07 PM
To: Ngu, Charles (Health) <Charles.Ngu@act.gov.au>
Subject: Fwd: Dr Sharma reporting via ER - sending arrangement

Hi Charles

I think this could work much better, we will just need the rad in CT to email through the patients they have done at those times.

Thank you

Melissa

From: Joanna Wang [REDACTED]
Sent: Friday, April 3, 2020 4:36:04 PM
To: Devries, Melissa (Health) <Melissa.Devries@act.gov.au>

Cc: Linda Gracie [REDACTED] Mel Hanisi [REDACTED]

Subject: Dr Sharma reporting via ER - sending arrangement

Hi Mel,

I've discussed with our ops team, and a 11 am and 2 pm send would be ok, with emails following the sends. Would this work for your team?

Cheers

Jo

EverlightRadiology

Joanna Wang
Sales Team Leader ANZ

[REDACTED]
www.everlightradiology.com | [LinkedIn](#) | [Twitter](#)

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Devries, Melissa (Health)

From: shashhank sharma [REDACTED]
Sent: Wednesday, 8 April 2020 11:34 AM
To: Devries, Melissa (Health)
Subject: RE: Reporting

Hi again Mel,

I also spoke with operations manager at Everlight (Also MEL ☺) who told me that gateway testing is still pending before work can be assigned to me.

And that is something we need to finalise with integration team (not sure if she was referring to integration team at TCH or Everlight).

So sending work at even 2pm may not happen till gateway testing is done.

Regards
 SS

[REDACTED]

From: Devries, Melissa (Health)
Sent: Wednesday, 8 April 2020 11:02 AM
To: [REDACTED]
Subject: RE: Reporting

Hi Shashhank

I have checked with Abigail and she doesn't have anything to send you. There are two bosses rostered to CT and she has gone through and protocolled some more studies I told her to keep some for you at 2pm.

Thanks
 Mel

From: shashhank sharma [REDACTED]
Sent: Wednesday, 8 April 2020 10:20 AM
To: Devries, Melissa (Health) <Melissa.Devries@act.gov.au>
Subject: Re: Reporting

Thanks heaps Mel !!

I've already told Abigail yesterday that I'll ask her to chase work assigned to me.

Will it be ED CT for me today?

Regards
 Shashhank

[REDACTED]

On Wed, 8 Apr. 2020 at 9:33 am, Devries, Melissa (Health) <Melissa.Devries@act.gov.au> wrote:

Hi Shashhank

Hope you are well, I haven't heard back from Jo Wang in regards to sending you a list at 9am.

I will get a few studies to you by 11am today ☺

Thanks

Mel

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Devries, Melissa (Health)

From: Devries, Melissa (Health)
Sent: Friday, 17 April 2020 12:57 PM
To: Guduguntla, Murali (Health); Laloo, Shivendra (Health); Allen, Robert (Health); Catherine Hayter; Arash Azimi-Tabrizi; Kevin Seow; Foley, Peter (Health); Cockburn, John (Health); Chat Athukorala
Cc: Midgley, Stewart (Health); Griffiths, Jess (Health)
Subject: FW: Radiologists working from home [SEC=UNOFFICIAL]

Hi all

Although we have deployed the EI application onto your laptops, Physics would like to perform QC testing on the old Siemens monitors prior to you using the application offsite on your laptops to ensure optimal quality.

Thanks
 Mel

-----Original Message-----

From: Midgley, Stewart (Health)
Sent: Friday, 17 April 2020 11:09 AM
To: Griffiths, Jess (Health) <Jess.Griffiths@act.gov.au>; McNiven, Peter (Health) <Peter.McNiven@act.gov.au>; Azimi-Tabrizi, Arash (Health) <Arash.Azimi-Tabrizi@act.gov.au>; Devries, Melissa (Health) <Melissa.Devries@act.gov.au>
Cc: Ngu, Charles (Health) <Charles.Ngu@act.gov.au>; Olalere, Olasunbo (Health) <Olasunbo.Olalere@act.gov.au>; Cockburn, John (Health) <John.Cockburn@act.gov.au>; Goldrick, Matthew (Health) <Matthew.Goldrick@act.gov.au>; McLean, Donald (Health) <Donald.McLean@act.gov.au>; Pearce, Christopher (Health) <Christopher.Pearce@act.gov.au>
Subject: Re: Radiologists working from home [SEC=UNOFFICIAL]

Dear All,

In order to deliver diagnostic reporting from off-site, you need
 (a) the PACS software ported to windows 10 laptops (in progress),
 (b) good quality reporting monitors (available) that are
 (c) calibrated to deliver optimum grey scale display function (GSDF).

The GSDF is a graph, with input pixel value on the x-axis (0 to 4096) and brightness on the y-axis (black to white) and a diagonal curve.

Optimum GSDF conforms to international recommendations ensuring images appear the same on different display monitors.

My role with (c) is to alert people that this needs to happen (done), advise about the calibration process (next) and conduct the final QC sign off that GSDF is adequate for reporting purposes.

The calibration process involves installing the RadiCS LE software to each laptop requiring permission from SSICT, and we need to test the actual process to find out which photometer is required.

With permission to install the software and appropriate photometer hardware we can start calibration and QC testing for the fleet of laptop and monitor pairs.

regards

Stewart

~ ~ ~ ~ ~

Stewart Midgley MSc PhD
 Diagnostic Imaging Medical Physicist
 Medical Physics and Radiation Engineering, Room 15.1.89
 Canberra Hospital, Yamba Dr, Garran ACT 2605
 email: stewart.m.midgley@act.gov.au ; CHS.DRphysics@act.gov.au
 ph: 02 512 45901 fax: 02 624 42977

~ ~ ~ ~ ~

From: Griffiths, Jess (Health) <Jess.Griffiths@act.gov.au>
 Sent: 17 April 2020 10:16
 To: McNiven, Peter (Health); Midgley, Stewart (Health); Azimi-Tabrizi, Arash (Health); Devries, Melissa (Health)
 Cc: Ngu, Charles (Health); Olalere, Olasunbo (Health); Cockburn, John (Health); Goldrick, Matthew (Health); McLean, Donald (Health); Pearce, Christopher (Health)
 Subject: RE: Radiologists working from home [SEC=UNOFFICIAL]

UNOFFICIAL

Hi Peter,

Hasn't been packaged yet, I am still working with SSICT on scheduling issues.
 I am filling in the SRMG now in preparation.

Thanks,
 Jess

Jess Griffiths | Director, Diagnostic Imaging Systems Direct Phone: +61 2 5124 9384 | Direct Email:
 jess.griffiths@act.gov.au Support & Diagnostic Systems Hub | Technology Operations | Digital Solutions Division |
 ACT Health Directorate
 24/7 User Support: +61 2 5124 5000 | Email: Digital.Support@act.gov.au | Online Assistance
 4 Bowes Street Phillip ACT 2606, Australia www.health.act.gov.au/digital

-----Original Message-----

From: McNiven, Peter (Health) <Peter.McNiven@act.gov.au>
 Sent: Friday, 17 April 2020 10:12 AM
 To: Midgley, Stewart (Health) <Stewart.M.Midgley@act.gov.au>; Griffiths, Jess (Health) <Jess.Griffiths@act.gov.au>;
 Azimi-Tabrizi, Arash (Health) <Arash.Azimi-Tabrizi@act.gov.au>; Devries, Melissa (Health)
 <Melissa.Devries@act.gov.au>
 Cc: Ngu, Charles (Health) <Charles.Ngu@act.gov.au>; Olalere, Olasunbo (Health) <Olasunbo.Olalere@act.gov.au>;
 Cockburn, John (Health) <John.Cockburn@act.gov.au>; Goldrick, Matthew (Health)
 <Matthew.Goldrick@act.gov.au>; McLean, Donald (Health) <Donald.McLean@act.gov.au>; Pearce, Christopher
 (Health) <Christopher.Pearce@act.gov.au>
 Subject: RE: Radiologists working from home [SEC=UNOFFICIAL]

UNOFFICIAL

Jess

Has the software below been packaged for Windows 10?
 If not can the SRMG form and details be provided to Stewart to progress this?

Thanks

Peter McNiven MACS Snr CP | Executive Branch Manager Direct Phone: +61 2 5124 9066 | Direct Email:
 Peter.McNiven@act.gov.au Technology Operations | Digital Solutions Division | ACT Health Directorate

24/7 User Support: +61 2 5124 5000 | Email: Digital.Support@act.gov.au | Online Assistance
4 Bowes Street Phillip ACT 2606, Australia www.health.act.gov.au/digital

-----Original Message-----

From: Midgley, Stewart (Health) <Stewart.M.Midgley@act.gov.au>

Sent: Friday, 17 April 2020 9:55 AM

To: Griffiths, Jess (Health) <Jess.Griffiths@act.gov.au>; Azimi-Tabrizi, Arash (Health) <Arash.Azimi-Tabrizi@act.gov.au>; Devries, Melissa (Health) <Melissa.Devries@act.gov.au>

Cc: Ngu, Charles (Health) <Charles.Ngu@act.gov.au>; Olalere, Olasunbo (Health) <Olasunbo.Olalere@act.gov.au>;

McNiven, Peter (Health) <Peter.McNiven@act.gov.au>; Cockburn, John (Health) <John.Cockburn@act.gov.au>;

Goldrick, Matthew (Health) <Matthew.Goldrick@act.gov.au>; McLean, Donald (Health)

<Donald.McLean@act.gov.au>; Pearce, Christopher (Health) <Christopher.Pearce@act.gov.au>

Subject: Re: Radiologists working from home [SEC=UNOFFICIAL]

Hi Jess,

As part of the departmental QA programme, we run a set of tests on the reporting monitors.

The process is repeated on an annual basis for those used for mammography reporting.

It involves looking at the TG18 QC test pattern and measuring screening brightness with a photometer, taking about 15 mins.

The quantitative measurements verify adequate screen brightness, dynamic range and the correct grey scale display function (GSDF) which is a curve that maps input pixel values to light output between the display limits for black and white. Those that fail can often be rescued by running through the calibration process.

It is recommended that each laptop and display pairs be subject to QC testing to verify calibration delivers optimum GSDF, and to have the EIZO RadiCS LE software at hand to re-calibrate those that need it.

Medical Physics can do this work and provide a brief written QC report for each laptop and display pair.

regards

Stewart

~ ~ ~ ~ ~

Stewart Midgley MSc PhD

Diagnostic Imaging Medical Physicist

Medical Physics and Radiation Engineering, Room 15.1.89

Canberra Hospital, Yamba Dr, Garran ACT 2605

email: stewart.m.midgley@act.gov.au ; CHS.DRphysics@act.gov.au

ph: 02 512 45901 fax: 02 624 42977

~ ~ ~ ~ ~

From: Griffiths, Jess (Health) <Jess.Griffiths@act.gov.au>

Sent: 16 April 2020 23:39

To: Azimi-Tabrizi, Arash (Health); Devries, Melissa (Health); Midgley, Stewart (Health)

Cc: Ngu, Charles (Health); Olalere, Olasunbo (Health); McNiven, Peter (Health); Cockburn, John (Health); Goldrick,

Matthew (Health); McLean, Donald (Health); Pearce, Christopher (Health)

Subject: RE: Radiologists working from home [SEC=UNOFFICIAL]

UNOFFICIAL

Hi All,

Merging the two email trails to one.

Update:

Out of the 9 laptops there are still four to be updated none of these are turned on Mel has contacted the relevant Radiologists and can also assist in the manual install of the apps tomorrow or Monday.

The other 5 are all working as expected we hooked one up to the Siemens Diagnostic monitor to confirm that the images would display on this monitor which they did... Yay 😊

Dr Guduguntla will perform a test over DA tonight as he is on call for Angio, he is testing the functionality works as if he was in the department. I will follow up with him tomorrow.

@Midgley, Stewart (Health)<mailto:Stewart.M.Midgley@act.gov.au> just for my understanding the attached email you sent, is what Diagnostic Imaging Medical Physicist's will be undertaking now that we have deployed Enterprise Imaging to the identified laptops?

Thanks,
Jess

Jess Griffiths | Director, Diagnostic Imaging Systems Direct Phone: +61 2 5124 9384 | Direct Email:

jess.griffiths@act.gov.au<mailto:jess.griffiths@act.gov.au>

Support & Diagnostic Systems Hub | Technology Operations | Digital Solutions Division | ACT Health Directorate

24/7 User Support: +61 2 5124 5000 | Email: Digital.Support@act.gov.au<mailto:Digital.Support@act.gov.au> |

Online Assistance<https://actgovernment.sharepoint.com/sites/intranet-ACTHealth/SitePages/Technology.aspx>

4 Bowes Street Phillip ACT 2606, Australia www.health.act.gov.au/digital<http://www.health.act.gov.au/digital>

[cid:image002.png@01D61448.30F0B310]

From: Griffiths, Jess (Health)

Sent: Thursday, 16 April 2020 2:23 PM

To: Azimi-Tabrizi, Arash (Health) <Arash.Azimi-Tabrizi@act.gov.au>; Devries, Melissa (Health) <Melissa.Devries@act.gov.au>

Cc: Ngu, Charles (Health) <Charles.Ngu@act.gov.au>; Olalere, Olasunbo (Health) <Olasunbo.Olalere@act.gov.au>;

McNiven, Peter (Health) <Peter.McNiven@act.gov.au>; Cockburn, John (Health) <John.Cockburn@act.gov.au>;

Goldrick, Matthew (Health) <Matthew.Goldrick@act.gov.au>

Subject: RE: Radiologists working from home [SEC=UNOFFICIAL]

UNOFFICIAL

Hi Arash,

Apologies for the delay in response, yes, I have been working with SSICT and we have fixed the issues with Enterprise Imaging.

Shared Services have manually deployed EI to the below assets the 3 highlighted ones are turned on and have successfully received the application the others need to be turned on so they can receive the updates. I believe Mel sent an email around yesterday and today asking for this to be done.





@Devries, Melissa (Health)<mailto:Melissa.Devries@act.gov.au> do you know where these three laptops are located? I will come in this afternoon and check they are working as expected.

Please note the Agfa Apps have not been packaged for deployment to windows10 we are now working on the other components of the Agfa suite.

Thanks,
Jess

Jess Griffiths | Director, Diagnostic Imaging Systems Direct Phone: +61 2 5124 9384 | Direct Email: jess.griffiths@act.gov.au<mailto:jess.griffiths@act.gov.au>
Support & Diagnostic Systems Hub | Technology Operations | Digital Solutions Division | ACT Health Directorate
24/7 User Support: +61 2 5124 5000 | Email: Digital.Support@act.gov.au<mailto:Digital.Support@act.gov.au> |
Online Assistance<https://actgovernment.sharepoint.com/sites/intranet-ACTHealth/SitePages/Technology.aspx>
4 Bowes Street Phillip ACT 2606, Australia www.health.act.gov.au/digital<http://www.health.act.gov.au/digital>

[cid:image005.png@01D61448.30F0B310]

From: Azimi-Tabrizi, Arash (Health) <Arash.Azimi-Tabrizi@act.gov.au<mailto:Arash.Azimi-Tabrizi@act.gov.au>>
Sent: Wednesday, 15 April 2020 1:41 PM
To: Griffiths, Jess (Health) <Jess.Griffiths@act.gov.au<mailto:Jess.Griffiths@act.gov.au>>; Devries, Melissa (Health) <Melissa.Devries@act.gov.au<mailto:Melissa.Devries@act.gov.au>>
Cc: Ngu, Charles (Health) <Charles.Ngu@act.gov.au<mailto:Charles.Ngu@act.gov.au>>; Olalere, Olasunbo (Health) <Olasunbo.Olalere@act.gov.au<mailto:Olasunbo.Olalere@act.gov.au>>; McNiven, Peter (Health) <Peter.McNiven@act.gov.au<mailto:Peter.McNiven@act.gov.au>>; Cockburn, John (Health) <John.Cockburn@act.gov.au<mailto:John.Cockburn@act.gov.au>>
Subject: RE: Radiologists working from home [SEC=UNOFFICIAL]

Hi Jess,

I'm hoping your silence is a sign of progress rather than lack thereof! Any updates in terms of offsite reporting?

Regards,
Arash

From: Azimi-Tabrizi, Arash (Health)
Sent: Wednesday, 8 April 2020 11:29 AM
To: Griffiths, Jess (Health) <Jess.Griffiths@act.gov.au<mailto:Jess.Griffiths@act.gov.au>>; Devries, Melissa (Health) <Melissa.Devries@act.gov.au<mailto:Melissa.Devries@act.gov.au>>
Cc: Ngu, Charles (Health) <Charles.Ngu@act.gov.au<mailto:Charles.Ngu@act.gov.au>>; Olalere, Olasunbo (Health) <Olasunbo.Olalere@act.gov.au<mailto:Olasunbo.Olalere@act.gov.au>>; McNiven, Peter (Health) <Peter.McNiven@act.gov.au<mailto:Peter.McNiven@act.gov.au>>; Cockburn, John (Health) <John.Cockburn@act.gov.au<mailto:John.Cockburn@act.gov.au>>
Subject: RE: Radiologists working from home [SEC=UNOFFICIAL]

Hi Jess,

Any update with the off site reporting?

Regards,

Arash

From: Griffiths, Jess (Health)
 Sent: Thursday, 2 April 2020 2:31 PM
 To: Devries, Melissa (Health) <Melissa.Devries@act.gov.au<mailto:Melissa.Devries@act.gov.au>>; Azimi-Tabrizi, Arash (Health) <Arash.Azimi-Tabrizi@act.gov.au<mailto:Arash.Azimi-Tabrizi@act.gov.au>>
 Cc: Ngu, Charles (Health) <Charles.Ngu@act.gov.au<mailto:Charles.Ngu@act.gov.au>>; Olalere, Olasunbo (Health) <Olasunbo.Olalere@act.gov.au<mailto:Olasunbo.Olalere@act.gov.au>>; McNiven, Peter (Health) <Peter.McNiven@act.gov.au<mailto:Peter.McNiven@act.gov.au>>; Cockburn, John (Health) <John.Cockburn@act.gov.au<mailto:John.Cockburn@act.gov.au>>
 Subject: RE: Radiologists working from home [SEC=UNCLASSIFIED]

UNOFFICIAL

Thanks Mel.

Jess Griffiths | Director, Diagnostic Imaging Systems Direct Phone: +61 2 5124 9384 | Direct Email: jess.griffiths@act.gov.au<mailto:jess.griffiths@act.gov.au>
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 Online Assistance<https://actgovernment.sharepoint.com/sites/intranet-ACTHealth/SitePages/Technology.aspx>
 4 Bowes Street Phillip ACT 2606, Australia www.health.act.gov.au/digital<http://www.health.act.gov.au/digital>

[cid:image008.png@01D6141A.BD3B8CB0]

From: Devries, Melissa (Health) <Melissa.Devries@act.gov.au<mailto:Melissa.Devries@act.gov.au>>
 Sent: Thursday, 2 April 2020 2:28 PM
 To: Azimi-Tabrizi, Arash (Health) <Arash.Azimi-Tabrizi@act.gov.au<mailto:Arash.Azimi-Tabrizi@act.gov.au>>; Griffiths, Jess (Health) <Jess.Griffiths@act.gov.au<mailto:Jess.Griffiths@act.gov.au>>
 Cc: Ngu, Charles (Health) <Charles.Ngu@act.gov.au<mailto:Charles.Ngu@act.gov.au>>; Olalere, Olasunbo (Health) <Olasunbo.Olalere@act.gov.au<mailto:Olasunbo.Olalere@act.gov.au>>; McNiven, Peter (Health) <Peter.McNiven@act.gov.au<mailto:Peter.McNiven@act.gov.au>>; Cockburn, John (Health) <John.Cockburn@act.gov.au<mailto:John.Cockburn@act.gov.au>>
 Subject: RE: Radiologists working from home [SEC=UNCLASSIFIED]

Hi Jess

Here are the asset numbers;



Thanks
 Mel

Melissa Devries | Operations Manager
 Phone: 02 5124 4233 | Email: Melissa.Devries@act.gov.au<mailto:Melissa.Devries@act.gov.au>

Medical Imaging | Canberra Health Services | Building 12, Level 2 RELIABLE | PROGRESSIVE | RESPECTFUL | KIND

From: Azimi-Tabrizi, Arash (Health)
 Sent: Thursday, 2 April 2020 1:41 PM
 To: Griffiths, Jess (Health) <Jess.Griffiths@act.gov.au<mailto:Jess.Griffiths@act.gov.au>>
 Cc: Ngu, Charles (Health) <Charles.Ngu@act.gov.au<mailto:Charles.Ngu@act.gov.au>>; Olalere, Olasunbo (Health) <Olasunbo.Olalere@act.gov.au<mailto:Olasunbo.Olalere@act.gov.au>>; McNiven, Peter (Health) <Peter.McNiven@act.gov.au<mailto:Peter.McNiven@act.gov.au>>; Cockburn, John (Health) <John.Cockburn@act.gov.au<mailto:John.Cockburn@act.gov.au>>; Devries, Melissa (Health) <Melissa.Devries@act.gov.au<mailto:Melissa.Devries@act.gov.au>>
 Subject: RE: Radiologists working from home [SEC=UNCLASSIFIED]

Hi Jess,

Thanks for your email. I have spoken with Dr Cockburn whom I have cc'd on to this chain. I have also added Mel who will hopefully help you with the list of laptop asset numbers which you are waiting for.

Can you please keep us up to date. Ideally it would be good to be able to trial this using diagnostic quality monitors by next week so we know it works and that in the worst case scenario, we are ready for off-site reporting.

Regards,
 Arash

From: Griffiths, Jess (Health)
 Sent: Thursday, 2 April 2020 10:59 AM
 To: Azimi-Tabrizi, Arash (Health) <Arash.Azimi-Tabrizi@act.gov.au<mailto:Arash.Azimi-Tabrizi@act.gov.au>>
 Cc: Ngu, Charles (Health) <Charles.Ngu@act.gov.au<mailto:Charles.Ngu@act.gov.au>>; Olalere, Olasunbo (Health) <Olasunbo.Olalere@act.gov.au<mailto:Olasunbo.Olalere@act.gov.au>>; McNiven, Peter (Health) <Peter.McNiven@act.gov.au<mailto:Peter.McNiven@act.gov.au>>
 Subject: RE: Radiologists working from home [SEC=UNCLASSIFIED]

UNCLASSIFIED

Hi Arash.

I am working with Shared Services at the moment and will provide an update by COB today.

I have asked for a list of the laptop asset numbers that I am still waiting for so if you could provide them that would be a great help.

Dr Cockburn has trialled reporting from home, he can launch EI and confirmed he can report however the images were not displaying. This is what I am working with Shared Services on.

Thanks,
 Jess

Jess Griffiths | Director, Diagnostic Imaging Systems Direct Phone: +61 2 5124 9384 | Direct Email: jess.griffiths@act.gov.au<mailto:jess.griffiths@act.gov.au>
 Support & Diagnostic Systems Hub | Technology Operations | Digital Solutions Division | ACT Health Directorate
 24/7 User Support: +61 2 5124 5000 | Email: Digital.Support@act.gov.au<mailto:Digital.Support@act.gov.au> |
 Online Assistance<https://actgovernment.sharepoint.com/sites/intranet-ACTHealth/SitePages/Technology.aspx>
 4 Bowes Street Phillip ACT 2606, Australia www.health.act.gov.au/digital<http://www.health.act.gov.au/digital>

[cid:image001.png@01D608F5.F127DEA0]

From: Azimi-Tabrizi, Arash (Health) <Arash.Azimi-Tabrizi@act.gov.au<mailto:Arash.Azimi-Tabrizi@act.gov.au>>
 Sent: Thursday, 2 April 2020 10:31 AM
 To: Griffiths, Jess (Health) <Jess.Griffiths@act.gov.au<mailto:Jess.Griffiths@act.gov.au>>
 Cc: Ngu, Charles (Health) <Charles.Ngu@act.gov.au<mailto:Charles.Ngu@act.gov.au>>; Olalere, Olasunbo (Health) <Olasunbo.Olalere@act.gov.au<mailto:Olasunbo.Olalere@act.gov.au>>; McNiven, Peter (Health) <Peter.McNiven@act.gov.au<mailto:Peter.McNiven@act.gov.au>>
 Subject: RE: Radiologists working from home [SEC=UNCLASSIFIED]

Hi Jess,

Any updates on off-site reporting?

Regards,
 Arash

From: Azimi-Tabrizi, Arash (Health)
 Sent: Tuesday, 31 March 2020 10:26 AM
 To: Griffiths, Jess (Health) <Jess.Griffiths@act.gov.au<mailto:Jess.Griffiths@act.gov.au>>
 Cc: Ngu, Charles (Health) <Charles.Ngu@act.gov.au<mailto:Charles.Ngu@act.gov.au>>; Olalere, Olasunbo (Health) <Olasunbo.Olalere@act.gov.au<mailto:Olasunbo.Olalere@act.gov.au>>; McNiven, Peter (Health) <Peter.McNiven@act.gov.au<mailto:Peter.McNiven@act.gov.au>>
 Subject: Radiologists working from home

UNCLASSIFIED

Hi Jess,

I'm one of the radiology staff specialists and I've been asked by Dr Ngu to look into the real possibility of having radiologists report from home. Its not too difficult to envisage in the coming weeks and months, radiologists being exposed and having to spend time either in self isolation or being out of action due to illness. We will be faced with a staff shortage.

I understand you have been working on a potential solution. What is the earliest we could trial this? We will need to move quickly as we have seen how the increase in numbers has been on an exponential curve.

If this solution fails do we have a plan B? Is there a way of setting up a VPN or similar method should your current solution not work?

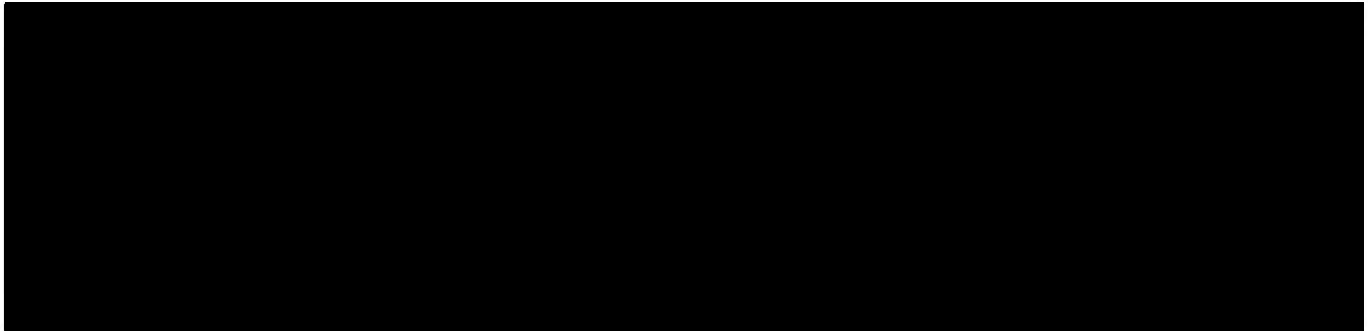
I look forward to hearing back from you. I'm afraid at the rate things are going its not if, rather when we will start losing staff and so we'll need to move quickly on this matter.

Kind regards,
 Arash

Ingram, Daniel (Health)

From: Ngu, Charles (Health)
Sent: Wednesday, 22 April 2020 9:48 AM
To: Hammat, Janine (Health)
Subject: Re: Radiologists - WFH policy

Good morning Janine,

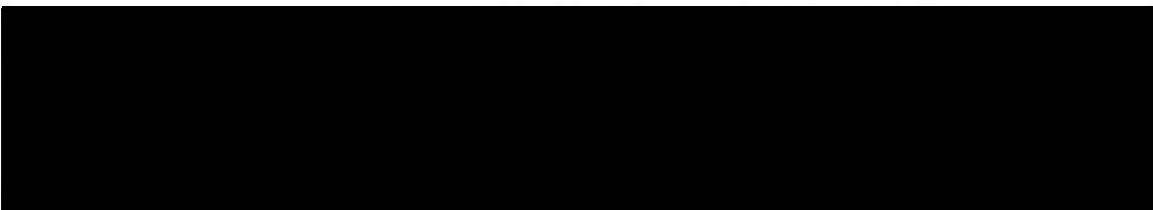


Regards,
Charles

Get [Outlook for iOS](#)

From: Hammat, Janine (Health) <Janine.Hammat@act.gov.au>
Sent: Tuesday, April 21, 2020 3:33:16 PM
To: Ngu, Charles (Health) <Charles.Ngu@act.gov.au>
Subject: RE: Radiologists - WFH policy

UNCLASSIFIED For-Official-Use-Only



Regards,

Janine

Janine Hammat | Executive Group Manager
Phone: 02 5124 9631 | Email: janine.hammat@act.gov.au
People and Culture | Canberra Health Services | ACT Government
Level 1 Building 23 Canberra Hospital
PO Box 11 WODEN ACT 2606 | health.act.gov.au
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From: Ngu, Charles (Health) <Charles.Ngu@act.gov.au>
Sent: Tuesday, 21 April 2020 11:48 AM

To: Hammat, Janine (Health) <Janine.Hammat@act.gov.au>

Subject: Re: Radiologists - WFH policy

Hi Janine,

Sorry for the delayed response. I was having difficulty accessing work email from home.

Just a couple of things:

Everlight set up is only available for one radiologist and it has not been working the last I heard. So the radiologist has in fact been coming into TCH to work onsite.

My preference is for all radiologists [REDACTED] to work on site.

Regards,

Charles

From: Hammat, Janine (Health) <Janine.Hammat@act.gov.au>

Sent: Monday, 20 April 2020 12:30 PM

To: Dugdale, Paul (Health) <Paul.Dugdale@act.gov.au>; Swaminathan, Ashwin (Health) <Ashwin.Swaminathan@act.gov.au>; Alexander, Tonia (Health) <Tonia.Alexander@act.gov.au>

Cc: CarMichael, Kerry (Health) <Kerry.CarMichael@act.gov.au>; McDonnell, Sean (Health) <Sean.McDonnell@act.gov.au>; Ngu, Charles (Health) <Charles.Ngu@act.gov.au>

Subject: Radiologists - WFH policy

Importance: High

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Hi all – just wanted to summarise our meeting on Friday and check with you all the next steps.

Discussion:

- Reporting images is just one component of the job of a radiologist
- Charles has confirmed to Ashwin that a proper set up for a radiologist working offsite would likely be in the vicinity of \$35k each
- Interventional radiologists cannot work from home
- Certain procedures that require hands on patient contact / intervention cannot be done from home
- We are currently looking at aspects of the job that can be done remotely but there will not be a situation where all the work can be done remotely but this can only be for some modalities
- Staff specialists already doing work for Everlight may have the IT set up which means that the cost is not the barrier in this instance
- Part of the job of a staff specialist is to teach and supervise registrars which cannot be done remotely
- Supervision could also be an issue when it comes to medicare billing as raised by some radiologists some time ago
- There is also the need for direct collaboration with other departments
- Charles, when speaking with Ashwin, confirmed that his preference would be [REDACTED] to work on site at TCH

It was agreed that there would be a brief from Medical Imaging about:

- what it is they think would be achievable with working from home generally with radiologists
- whether it is easier to facilitate with someone who has the right set up

- what that set up should be and how we can assess it appropriately (and by whom)
- how much it would actually cost per person if we were to fund a set up for radiologists to work from home (total cost)
- what is the desired policy for radiologists to work from home (ie. what are the minimum attendance requirements at CHS premises to do what, eg. Supervision, training, collaboration etc).

can you please let me know if I have the wrong end of the stick on this?

Once we have this we can make some informed decisions regarding the requests [REDACTED] regarding working from home as part of their graduated return to work plans. I will make a time with Paul next week on his return from deputy CHO duties to discuss a way forward with this. Is it possible therefore to have the brief on the above by close of business Friday? Also will Tonia lead this?

Regards,

Janine

Janine Hammat | Executive Group Manager
Phone: 02 5124 9631 | Email: janine.hammat@act.gov.au
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Level 1 Building 23 Canberra Hospital
PO Box 11 WODEN ACT 2606 | health.act.gov.au
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Ingram, Daniel (Health)

From: Rusanov, Zoia (Health) on behalf of Ngu, Charles (Health)
Sent: Friday, 1 May 2020 9:06 AM
To: Cockburn, John (Health)
Subject: FW: Dr Sharma reporting via ER - sending arrangement

UNCLASSIFIED

FYI

From: shashhank sharma [REDACTED]
Sent: Monday, 6 April 2020 2:44 PM
To: Devries, Melissa (Health) <Melissa.Devries@act.gov.au>; Ngu, Charles (Health) <Charles.Ngu@act.gov.au>; Hamilton, Stephen (Health) <Stephen.Hamilton@act.gov.au>
Subject: RE: Dr Sharma reporting via ER - sending arrangement

Hi everyone,

My new everlight profile login is sorted.

Mel, can you please liaise with Linda Gracie about connections at the hospital end.

Re: sending work, how about sending some unreported overnight x-rays at 9am to report for 1st 2hrs.

Regards
Sharma

[REDACTED]

On Mon, 6 Apr. 2020 at 2:14 pm, Devries, Melissa (Health) <Melissa.Devries@act.gov.au> wrote:

Hi Shashhank

If you could please let me know once they have sorted everything from their end then we can work on sending you studies. Won't be until tomorrow now given it's already into the afternoon.

We won't be able to send you overnight studies because they will have a registrar's preliminary report attached which cannot be sent through the gateway to Everlight.

The treating team in the hospital and ED sometimes count on having access to the preliminary report, so saving the overnight work for you may cause disruptions.

Activity from our end has slowed down significantly so we thought 11am would be enough time to be able to send you through a list of studies.

Thanks

Mel

From: shashhank sharma [REDACTED]
Sent: Monday, 6 April 2020 11:03 AM
To: Ngu, Charles (Health) <Charles.Ngu@act.gov.au>; Devries, Melissa (Health) <Melissa.Devries@act.gov.au>
Subject: RE: Dr Sharma reporting via ER - sending arrangement

Hello Charles & Mel,

Linda Gracie from everlight told me that my new profile is set up but there are teething issues with logging in, which I'm trying to sort out. Also, she hasn't set up Canberra hospital.

Going through earlier mail below,, If the scans are coming only after 11am, then we'll loose 1st 2 hours.

How can we get things going from 9am so that I'm equally contributing like my other colleagues. Also, if some of the overnight studies are send to me, that'll decrease night reg load.

How about send times if 9am, 1130am & 2pm??

Regards

Sharma
[REDACTED]

On Mon, 6 Apr. 2020 at 9:51 am, Ngu, Charles (Health)

<Charles.Ngu@act.gov.au> wrote:

UNCLASSIFIED

Thanks for doing this Mel.

Stevo, could you liase with Mel and Shashank to get this going today if possible please?

Amy, can you label these cases as COVID so that we could track them please?

Thanks,

Charles

From: Devries, Melissa (Health) <Melissa.Devries@act.gov.au>
Sent: Friday, 3 April 2020 8:07 PM
To: Ngu, Charles (Health) <Charles.Ngu@act.gov.au>
Subject: Fwd: Dr Sharma reporting via ER - sending arrangement

Hi Charles

I think this could work much better, we will just need the rad in CT to email through the patients they have done at those times.

Thank you

Melissa

From: Joanna Wang [REDACTED]
Sent: Friday, April 3, 2020 4:36:04 PM
To: Devries, Melissa (Health) <Melissa.Devries@act.gov.au>
Cc: Linda Gracie [REDACTED] Mel Hanisi [REDACTED]
Subject: Dr Sharma reporting via ER - sending arrangement

Hi Mel,

I've discussed with our ops team, and a 11 am and 2 pm send would be ok, with emails following the sends. Would this work for your team?

Cheers

Jo

EverlightRadiology

Joanna Wang
Sales Team Leader ANZ


www.everlightradiology.com | [LinkedIn](#) | [Twitter](#)

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Devries, Melissa (Health)

From: Midgley, Stewart (Health)
Sent: Thursday, 28 May 2020 4:32 PM
To: Azimi-Tabrizi, Arash (Health); Griffiths, Jess (Health); McNiven, Peter (Health); Devries, Melissa (Health); Olalere, Olasunbo (Health)
Cc: Ngu, Charles (Health); Cockburn, John (Health); Goldrick, Matthew (Health); McLean, Donald (Health); Pearce, Christopher (Health); Cockburn, John (Health); Vozzo, Marie (Health)
Subject: Re: Radiologists working from home [SEC=UNOFFICIAL]
Attachments: CHS_reporting_monitors_qa_summary_2020_05_20.pdf; mpre_reporting_monitor_qa_sticker_example.png; EIZO_RX340_controls.png; TG18_monitor_qc_doc_for_pacs.pdf

UNOFFICIAL

Dear All,

Please find attached a summary of results from our testing of 20 "retired" reporting monitors. All receive a pass for Radiology reporting, but none are suitable for mammography reporting, and each carries a recent QA sticker (example also attached).

About 20% of the monitors required re-calibration with the EIZO RadiCS LE software to increase their brightness and restore the DICOM compliant grey scale display function (GSDF).

This is available without additional costs after registering with EIZO, via <https://www.eizo.com/products/radiforce/radics/>

Re-calibration requires a darkened room, about 30 minutes and uses an inbuilt photometer (yellow in the attached diagram) to measure its own screen brightness for a range of grey levels.

It is recommended that this software be installed on the laptops used to drive these reporting monitors

A QA test pattern and instructions (also attached) are placed on PACS, search for name = "MONITORQC, TG18QC" DOB=08-April-2020", MRN=AG01500138

Further advice about remote workstation monitors is now available from RANZCR and the ACPSEM here <https://www.ranzcr.com/our-work/coronavirus/resources-and-useful-links>

Thank you to our Medical Physics registrar Mario Vozzo who did all of the hard work and is now an expert on these matters.

regards

Stewart

~ ~ ~ ~ ~ >

Stewart Midgley MSc PhD, Diagnostic Imaging Medical Physicist
 Medical Physics and Radiation Engineering, Room 15.1.89
 Canberra Hospital, Yamba Dr, Garran ACT 2605
 email: stewart.m.midgley@act.gov.au ; CHS.DRphysics@act.gov.au
 ph: 02 512 45901 duty mobile: 0434 931 244 fax: 02 624 42977

< ~ ~ ~ ~ ~

From: Azimi-Tabrizi, Arash (Health) <Arash.Azimi-Tabrizi@act.gov.au>

Sent: 22 April 2020 20:54

To: Midgley, Stewart (Health); Griffiths, Jess (Health); McNiven, Peter (Health); Devries, Melissa (Health)

Cc: Ngu, Charles (Health); Olalere, Olasunbo (Health); Cockburn, John (Health); Goldrick, Matthew (Health); McLean, Donald (Health); Pearce, Christopher (Health); Vozzo, Marie (Health)
 Subject: RE: Radiologists working from home [SEC=UNOFFICIAL]

UNOFFICIAL

Hi Stewart,

Thanks for your efforts. These screens will not be used for mammography reporting and hopefully will not be used at all! The idea is just to have a contingency plan should the conditions lead to having to report from home. The highest resolution that it will need to handle will be DR imaging.

I'm sure we can organize some sort of space with the requirements you mentioned to check the remaining monitors.

Many thanks again for your help and input.

Regards,
 Arash

-----Original Message-----

From: Midgley, Stewart (Health) <Stewart.M.Midgley@act.gov.au>

Sent: Wednesday, 22 April 2020 4:33 PM

To: Griffiths, Jess (Health) <Jess.Griffiths@act.gov.au>; McNiven, Peter (Health) <Peter.McNiven@act.gov.au>; Azimi-Tabrizi, Arash (Health) <Arash.Azimi-Tabrizi@act.gov.au>; Devries, Melissa (Health) <Melissa.Devries@act.gov.au>

Cc: Ngu, Charles (Health) <Charles.Ngu@act.gov.au>; Olalere, Olasunbo (Health) <Olasunbo.Olalere@act.gov.au>; Cockburn, John (Health) <John.Cockburn@act.gov.au>; Goldrick, Matthew (Health) <Matthew.Goldrick@act.gov.au>; McLean, Donald (Health) <Donald.McLean@act.gov.au>; Pearce, Christopher (Health) <Christopher.Pearce@act.gov.au>; Vozzo, Marie (Health) <Marie.A.Vozzo@act.gov.au>
 Subject: Re: Radiologists working from home [SEC=UNOFFICIAL]

Dear All,

I have tested one of the monitors finding

- we have a work around for loading and displaying the required TG18 test patterns
- The monitor should be set to DICOM output as all other settings delivering unsuitable grey scale display function (GSDF)
- For DICOM output, measured GSDF is within tolerances
- but the light output has diminished with age (manufactured June 2013) and this monitor is no longer suitable for mammography reporting

We await an answer to our technical enquiry as to whether re-calibration can restore screen brightness

Please advise how you wish us to proceed with QC testing the remaining monitors?

Our minimum requirement is a darkened room with an empty desk and at least two power outlets.

If re-calibration can increase screen brightness, then we need permission to load the EIZO radics LE software onto a computer with either HDMI or DVI video output and dicom display software (eg, xero pacs client or imagej).

regards

Stewart

~ ~ ~ ~ ~

Stewart Midgley MSc PhD

Diagnostic Imaging Medical Physicist
 Medical Physics and Radiation Engineering, Room 15.1.89
 Canberra Hospital, Yamba Dr, Garran ACT 2605
 email: stewart.m.midgley@act.gov.au ; CHS.DRphysics@act.gov.au
 ph: 02 512 45901 fax: 02 624 42977

From: Griffiths, Jess (Health) <Jess.Griffiths@act.gov.au>

Sent: 17 April 2020 10:16

To: McNiven, Peter (Health); Midgley, Stewart (Health); Azimi-Tabrizi, Arash (Health); Devries, Melissa (Health)

Cc: Ngu, Charles (Health); Olalere, Olasunbo (Health); Cockburn, John (Health); Goldrick, Matthew (Health); McLean, Donald (Health); Pearce, Christopher (Health)

Subject: RE: Radiologists working from home [SEC=UNOFFICIAL]

UNOFFICIAL

Hi Peter,

Hasn't been packaged yet, I am still working with SSICT on scheduling issues.
 I am filling in the SRMG now in preparation.

Thanks,
 Jess

Jess Griffiths | Director, Diagnostic Imaging Systems Direct Phone: +61 2 5124 9384 | Direct Email:
jess.griffiths@act.gov.au Support & Diagnostic Systems Hub | Technology Operations | Digital Solutions Division |
 ACT Health Directorate
 24/7 User Support: +61 2 5124 5000 | Email: Digital.Support@act.gov.au | Online Assistance
 4 Bowes Street Phillip ACT 2606, Australia www.health.act.gov.au/digital

-----Original Message-----

From: McNiven, Peter (Health) <Peter.McNiven@act.gov.au>

Sent: Friday, 17 April 2020 10:12 AM

To: Midgley, Stewart (Health) <Stewart.M.Midgley@act.gov.au>; Griffiths, Jess (Health) <Jess.Griffiths@act.gov.au>;
 Azimi-Tabrizi, Arash (Health) <Arash.Azimi-Tabrizi@act.gov.au>; Devries, Melissa (Health)
 <Melissa.Devries@act.gov.au>

Cc: Ngu, Charles (Health) <Charles.Ngu@act.gov.au>; Olalere, Olasunbo (Health) <Olasunbo.Olalere@act.gov.au>;
 Cockburn, John (Health) <John.Cockburn@act.gov.au>; Goldrick, Matthew (Health)
 <Matthew.Goldrick@act.gov.au>; McLean, Donald (Health) <Donald.McLean@act.gov.au>; Pearce, Christopher
 (Health) <Christopher.Pearce@act.gov.au>

Subject: RE: Radiologists working from home [SEC=UNOFFICIAL]

UNOFFICIAL

Jess

Has the software below been packaged for Windows 10?

If not can the SRMG form and details be provided to Stewart to progress this?

Thanks

Peter McNiven MACS Snr CP | Executive Branch Manager Direct Phone: +61 2 5124 9066 | Direct Email:
Peter.McNiven@act.gov.au Technology Operations | Digital Solutions Division | ACT Health Directorate
 24/7 User Support: +61 2 5124 5000 | Email: Digital.Support@act.gov.au | Online Assistance

4 Bowes Street Phillip ACT 2606, Australia www.health.act.gov.au/digital

-----Original Message-----

From: Midgley, Stewart (Health) <Stewart.M.Midgley@act.gov.au>

Sent: Friday, 17 April 2020 9:55 AM

To: Griffiths, Jess (Health) <Jess.Griffiths@act.gov.au>; Azimi-Tabrizi, Arash (Health) <Arash.Azimi-Tabrizi@act.gov.au>; Devries, Melissa (Health) <Melissa.Devries@act.gov.au>

Cc: Ngu, Charles (Health) <Charles.Ngu@act.gov.au>; Olalere, Olasunbo (Health) <Olasunbo.Olalere@act.gov.au>;

McNiven, Peter (Health) <Peter.McNiven@act.gov.au>; Cockburn, John (Health) <John.Cockburn@act.gov.au>;

Goldrick, Matthew (Health) <Matthew.Goldrick@act.gov.au>; McLean, Donald (Health)

<Donald.McLean@act.gov.au>; Pearce, Christopher (Health) <Christopher.Pearce@act.gov.au>

Subject: Re: Radiologists working from home [SEC=UNOFFICIAL]

Hi Jess,

As part of the departmental QA programme, we run a set of tests on the reporting monitors. The process is repeated on an annual basis for those used for mammography reporting.

It involves looking at the TG18 QC test pattern and measuring screening brightness with a photometer, taking about 15 mins.

The quantitative measurements verify adequate screen brightness, dynamic range and the correct grey scale display function (GSDF) which is a curve that maps input pixel values to light output between the display limits for black and white. Those that fail can often be rescued by running through the calibration process.

It is recommended that each laptop and display pairs be subject to QC testing to verify calibration delivers optimum GSDF, and to have the EIZO RadiCS LE software at hand to re-calibrate those that need it.

Medical Physics can do this work and provide a brief written QC report for each laptop and display pair.

regards

Stewart

~ ~ ~ ~ ~

Stewart Midgley MSc PhD

Diagnostic Imaging Medical Physicist

Medical Physics and Radiation Engineering, Room 15.1.89

Canberra Hospital, Yamba Dr, Garran ACT 2605

email: stewart.m.midgley@act.gov.au ; CHS.DRphysics@act.gov.au

ph: 02 512 45901 fax: 02 624 42977

~ ~ ~ ~ ~

From: Griffiths, Jess (Health) <Jess.Griffiths@act.gov.au>

Sent: 16 April 2020 23:39

To: Azimi-Tabrizi, Arash (Health); Devries, Melissa (Health); Midgley, Stewart (Health)

Cc: Ngu, Charles (Health); Olalere, Olasunbo (Health); McNiven, Peter (Health); Cockburn, John (Health); Goldrick, Matthew (Health); McLean, Donald (Health); Pearce, Christopher (Health)

Subject: RE: Radiologists working from home [SEC=UNOFFICIAL]

UNOFFICIAL

Hi All,

Merging the two email trails to one.

Update:

Out of the 9 laptops there are still four to be updated none of these are turned on Mel has contacted the relevant Radiologists and can also assist in the manual install of the apps tomorrow or Monday.

The other 5 are all working as expected we hooked one up to the Siemens Diagnostic monitor to confirm that the images would display on this monitor which they did... Yay 😊

Dr Guduguntla will perform a test over DA tonight as he is on call for Angio, he is testing the functionality works as if he was in the department. I will follow up with him tomorrow.

@Midgley, Stewart (Health)<mailto:Stewart.M.Midgley@act.gov.au> just for my understanding the attached email you sent, is what Diagnostic Imaging Medical Physicist's will be undertaking now that we have deployed Enterprise Imaging to the identified laptops?

Thanks,
Jess

Jess Griffiths | Director, Diagnostic Imaging Systems Direct Phone: +61 2 5124 9384 | Direct Email: jess.griffiths@act.gov.au<mailto:jess.griffiths@act.gov.au>

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Online Assistance<https://actgovernment.sharepoint.com/sites/intranet-ACTHealth/SitePages/Technology.aspx>
4 Bowes Street Phillip ACT 2606, Australia www.health.act.gov.au/digital<http://www.health.act.gov.au/digital>

[cid:image002.png@01D61448.30F0B310]

From: Griffiths, Jess (Health)

Sent: Thursday, 16 April 2020 2:23 PM

To: Azimi-Tabrizi, Arash (Health) <Arash.Azimi-Tabrizi@act.gov.au>; Devries, Melissa (Health) <Melissa.Devries@act.gov.au>

Cc: Ngu, Charles (Health) <Charles.Ngu@act.gov.au>; Olalere, Olasunbo (Health) <Olasunbo.Olalere@act.gov.au>;

McNiven, Peter (Health) <Peter.McNiven@act.gov.au>; Cockburn, John (Health) <John.Cockburn@act.gov.au>;

Goldrick, Matthew (Health) <Matthew.Goldrick@act.gov.au>

Subject: RE: Radiologists working from home [SEC=UNOFFICIAL]

UNOFFICIAL

Hi Arash,

Apologies for the delay in response, yes, I have been working with SSICT and we have fixed the issues with Enterprise Imaging.

Shared Services have manually deployed EI to the below assets the 3 highlighted ones are turned on and have successfully received the application the others need to be turned on so they can receive the updates. I believe Mel sent an email around yesterday and today asking for this to be done.





@Devries, Melissa (Health)<mailto:Melissa.Devries@act.gov.au> do you know where these three laptops are located? I will come in this afternoon and check they are working as expected.

Please note the Agfa Apps have not been packaged for deployment to windows10 we are now working on the other components of the Agfa suite.

Thanks,
Jess

Jess Griffiths | Director, Diagnostic Imaging Systems Direct Phone: +61 2 5124 9384 | Direct Email: jess.griffiths@act.gov.au<mailto:jess.griffiths@act.gov.au>
Support & Diagnostic Systems Hub | Technology Operations | Digital Solutions Division | ACT Health Directorate
24/7 User Support: +61 2 5124 5000 | Email: Digital.Support@act.gov.au<mailto:Digital.Support@act.gov.au> |
Online Assistance<https://actgovernment.sharepoint.com/sites/intranet-ACTHealth/SitePages/Technology.aspx>
4 Bowes Street Phillip ACT 2606, Australia www.health.act.gov.au/digital<http://www.health.act.gov.au/digital>

[cid:image005.png@01D61448.30F0B310]

From: Azimi-Tabrizi, Arash (Health) <Arash.Azimi-Tabrizi@act.gov.au<mailto:Arash.Azimi-Tabrizi@act.gov.au>>
Sent: Wednesday, 15 April 2020 1:41 PM
To: Griffiths, Jess (Health) <Jess.Griffiths@act.gov.au<mailto:Jess.Griffiths@act.gov.au>>; Devries, Melissa (Health) <Melissa.Devries@act.gov.au<mailto:Melissa.Devries@act.gov.au>>
Cc: Ngu, Charles (Health) <Charles.Ngu@act.gov.au<mailto:Charles.Ngu@act.gov.au>>; Olalere, Olasunbo (Health) <Olasunbo.Olalere@act.gov.au<mailto:Olasunbo.Olalere@act.gov.au>>; McNiven, Peter (Health) <Peter.McNiven@act.gov.au<mailto:Peter.McNiven@act.gov.au>>; Cockburn, John (Health) <John.Cockburn@act.gov.au<mailto:John.Cockburn@act.gov.au>>
Subject: RE: Radiologists working from home [SEC=UNOFFICIAL]

Hi Jess,

I'm hoping your silence is a sign of progress rather than lack thereof! Any updates in terms of offsite reporting?

Regards,
Arash

From: Azimi-Tabrizi, Arash (Health)
Sent: Wednesday, 8 April 2020 11:29 AM
To: Griffiths, Jess (Health) <Jess.Griffiths@act.gov.au<mailto:Jess.Griffiths@act.gov.au>>; Devries, Melissa (Health) <Melissa.Devries@act.gov.au<mailto:Melissa.Devries@act.gov.au>>
Cc: Ngu, Charles (Health) <Charles.Ngu@act.gov.au<mailto:Charles.Ngu@act.gov.au>>; Olalere, Olasunbo (Health) <Olasunbo.Olalere@act.gov.au<mailto:Olasunbo.Olalere@act.gov.au>>; McNiven, Peter (Health) <Peter.McNiven@act.gov.au<mailto:Peter.McNiven@act.gov.au>>; Cockburn, John (Health) <John.Cockburn@act.gov.au<mailto:John.Cockburn@act.gov.au>>
Subject: RE: Radiologists working from home [SEC=UNOFFICIAL]

Hi Jess,

Any update with the off site reporting?

Regards,
Arash

From: Griffiths, Jess (Health)
 Sent: Thursday, 2 April 2020 2:31 PM
 To: Devries, Melissa (Health) <Melissa.Devries@act.gov.au<mailto:Melissa.Devries@act.gov.au>>; Azimi-Tabrizi, Arash (Health) <Arash.Azimi-Tabrizi@act.gov.au<mailto:Arash.Azimi-Tabrizi@act.gov.au>>
 Cc: Ngu, Charles (Health) <Charles.Ngu@act.gov.au<mailto:Charles.Ngu@act.gov.au>>; Olalere, Olasunbo (Health) <Olasunbo.Olalere@act.gov.au<mailto:Olasunbo.Olalere@act.gov.au>>; McNiven, Peter (Health) <Peter.McNiven@act.gov.au<mailto:Peter.McNiven@act.gov.au>>; Cockburn, John (Health) <John.Cockburn@act.gov.au<mailto:John.Cockburn@act.gov.au>>
 Subject: RE: Radiologists working from home [SEC=UNCLASSIFIED]

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Thanks Mel.

Jess Griffiths | Director, Diagnostic Imaging Systems Direct Phone: +61 2 5124 9384 | Direct Email: jess.griffiths@act.gov.au<mailto:jess.griffiths@act.gov.au>
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 Online Assistance<<https://actgovernment.sharepoint.com/sites/intranet-ACTHealth/SitePages/Technology.aspx>>
 4 Bowes Street Phillip ACT 2606, Australia www.health.act.gov.au/digital<<http://www.health.act.gov.au/digital>>

[cid:image008.png@01D6141A.BD3B8CB0]

From: Devries, Melissa (Health) <Melissa.Devries@act.gov.au<mailto:Melissa.Devries@act.gov.au>>
 Sent: Thursday, 2 April 2020 2:28 PM
 To: Azimi-Tabrizi, Arash (Health) <Arash.Azimi-Tabrizi@act.gov.au<mailto:Arash.Azimi-Tabrizi@act.gov.au>>; Griffiths, Jess (Health) <Jess.Griffiths@act.gov.au<mailto:Jess.Griffiths@act.gov.au>>
 Cc: Ngu, Charles (Health) <Charles.Ngu@act.gov.au<mailto:Charles.Ngu@act.gov.au>>; Olalere, Olasunbo (Health) <Olasunbo.Olalere@act.gov.au<mailto:Olasunbo.Olalere@act.gov.au>>; McNiven, Peter (Health) <Peter.McNiven@act.gov.au<mailto:Peter.McNiven@act.gov.au>>; Cockburn, John (Health) <John.Cockburn@act.gov.au<mailto:John.Cockburn@act.gov.au>>
 Subject: RE: Radiologists working from home [SEC=UNCLASSIFIED]

Hi Jess

Here are the asset numbers;



Thanks
 Mel

Melissa Devries | Operations Manager
 Phone: 02 5124 4233 | Email: Melissa.Devries@act.gov.au<mailto:Melissa.Devries@act.gov.au>
 Medical Imaging | Canberra Health Services | Building 12, Level 2 RELIABLE | PROGRESSIVE | RESPECTFUL | KIND

From: Azimi-Tabrizi, Arash (Health)
 Sent: Thursday, 2 April 2020 1:41 PM
 To: Griffiths, Jess (Health) <Jess.Griffiths@act.gov.au<mailto:Jess.Griffiths@act.gov.au>>
 Cc: Ngu, Charles (Health) <Charles.Ngu@act.gov.au<mailto:Charles.Ngu@act.gov.au>>; Olalere, Olasunbo (Health) <Olasunbo.Olalere@act.gov.au<mailto:Olasunbo.Olalere@act.gov.au>>; McNiven, Peter (Health) <Peter.McNiven@act.gov.au<mailto:Peter.McNiven@act.gov.au>>; Cockburn, John (Health) <John.Cockburn@act.gov.au<mailto:John.Cockburn@act.gov.au>>; Devries, Melissa (Health) <Melissa.Devries@act.gov.au<mailto:Melissa.Devries@act.gov.au>>
 Subject: RE: Radiologists working from home [SEC=UNCLASSIFIED]

Hi Jess,

Thanks for your email. I have spoken with Dr Cockburn whom I have cc'd on to this chain. I have also added Mel who will hopefully help you with the list of laptop asset numbers which you are waiting for.

Can you please keep us up to date. Ideally it would be good to be able to trial this using diagnostic quality monitors by next week so we know it works and that in the worst case scenario, we are ready for off-site reporting.

Regards,
 Arash

From: Griffiths, Jess (Health)
 Sent: Thursday, 2 April 2020 10:59 AM
 To: Azimi-Tabrizi, Arash (Health) <Arash.Azimi-Tabrizi@act.gov.au<mailto:Arash.Azimi-Tabrizi@act.gov.au>>
 Cc: Ngu, Charles (Health) <Charles.Ngu@act.gov.au<mailto:Charles.Ngu@act.gov.au>>; Olalere, Olasunbo (Health) <Olasunbo.Olalere@act.gov.au<mailto:Olasunbo.Olalere@act.gov.au>>; McNiven, Peter (Health) <Peter.McNiven@act.gov.au<mailto:Peter.McNiven@act.gov.au>>
 Subject: RE: Radiologists working from home [SEC=UNCLASSIFIED]

UNCLASSIFIED

Hi Arash.

I am working with Shared Services at the moment and will provide an update by COB today.

I have asked for a list of the laptop asset numbers that I am still waiting for so if you could provide them that would be a great help.

Dr Cockburn has trialled reporting from home, he can launch EI and confirmed he can report however the images were not displaying. This is what I am working with Shared Services on.

Thanks,
 Jess

Jess Griffiths | Director, Diagnostic Imaging Systems Direct Phone: +61 2 5124 9384 | Direct Email: jess.griffiths@act.gov.au<mailto:jess.griffiths@act.gov.au>
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 Online Assistance<https://actgovernment.sharepoint.com/sites/intranet-ACTHealth/SitePages/Technology.aspx>
 4 Bowes Street Phillip ACT 2606, Australia www.health.act.gov.au/digital<http://www.health.act.gov.au/digital>

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From: Azimi-Tabrizi, Arash (Health) <Arash.Azimi-Tabrizi@act.gov.au<mailto:Arash.Azimi-Tabrizi@act.gov.au>>
 Sent: Thursday, 2 April 2020 10:31 AM
 To: Griffiths, Jess (Health) <Jess.Griffiths@act.gov.au<mailto:Jess.Griffiths@act.gov.au>>
 Cc: Ngu, Charles (Health) <Charles.Ngu@act.gov.au<mailto:Charles.Ngu@act.gov.au>>; Olalere, Olasunbo (Health) <Olasunbo.Olalere@act.gov.au<mailto:Olasunbo.Olalere@act.gov.au>>; McNiven, Peter (Health) <Peter.McNiven@act.gov.au<mailto:Peter.McNiven@act.gov.au>>
 Subject: RE: Radiologists working from home [SEC=UNCLASSIFIED]

Hi Jess,

Any updates on off-site reporting?

Regards,
 Arash

From: Azimi-Tabrizi, Arash (Health)
 Sent: Tuesday, 31 March 2020 10:26 AM
 To: Griffiths, Jess (Health) <Jess.Griffiths@act.gov.au<mailto:Jess.Griffiths@act.gov.au>>
 Cc: Ngu, Charles (Health) <Charles.Ngu@act.gov.au<mailto:Charles.Ngu@act.gov.au>>; Olalere, Olasunbo (Health) <Olasunbo.Olalere@act.gov.au<mailto:Olasunbo.Olalere@act.gov.au>>; McNiven, Peter (Health) <Peter.McNiven@act.gov.au<mailto:Peter.McNiven@act.gov.au>>
 Subject: Radiologists working from home

UNCLASSIFIED

Hi Jess,

I'm one of the radiology staff specialists and I've been asked by Dr Ngu to look into the real possibility of having radiologists report from home. Its not too difficult to envisage in the coming weeks and months, radiologists being exposed and having to spend time either in self isolation or being out of action due to illness. We will be faced with a staff shortage.

I understand you have been working on a potential solution. What is the earliest we could trial this? We will need to move quickly as we have seen how the increase in numbers has been on an exponential curve.

If this solution fails do we have a plan B? Is there a way of setting up a VPN or similar method should your current solution not work?

I look forward to hearing back from you. I'm afraid at the rate things are going its not if, rather when we will start losing staff and so we'll need to move quickly on this matter.

Kind regards,
 Arash