

Ref:20140576

PRIVATE AND CONFIDENTIAL

Mr David Crofts
david.crofts@gmail.com

Dear Mr Crofts

Your complaint about Monash Health

Thank you for your email to the Mental Health Complaints Commissioner (MHCC), received 28 October 2014, outlining your concerns about your experiences with the crisis assessment (CAT) team based at Casey Hospital, Monash Health in February and April 2013. We appreciate you bringing these concerns to our attention.

In summary, you have raised the following concerns:

- you believe that the CAT team did not have valid reasons to come to your home and undertake an assessment of you in February and April 2013;
- that your health records at Monash Health do not contain documentation outlining the reasons the CAT team came to your home to undertake an assessment of you at that time;
- you believe that the CAT team came at the request of your private psychiatrist, Dr Hillol Das, you want to know the reason Dr Das contacted the CAT team, but you have been unable to access documentation that outlines his reasons for requesting your assessment by the CAT team.

I understand that Ms Janet Coppin, Senior Resolutions and Review Officer explained to you that the powers of the MHCC do not extend to events that occurred before 1 July 2013. Unfortunately, as the issues you have raised are about events that occurred before July 2013, I am unable to accept your complaint. We can however provide suggestions for dealing with your concerns.

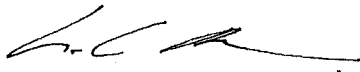
Following receipt of your email, Ms Coppin contacted you to discuss the issues you raised. I understand that you have previously raised your concerns with the Health Services Commissioner (HSC) in September 2014, at which time you were advised to first seek to resolve your concerns directly with Monash Health. If you have not yet done so, we suggest that you consider this option and, if you are not satisfied with their response, you could then raise your concerns again with the HSC.

With your consent, Ms Coppin discussed your concerns with Ms Lynn Griffin, Manager Resolutions Team at the HSC. I understand that Ms Griffin has previously had discussions with you and has also suggested steps you could take to address your concerns. As suggested by Ms Griffin, regarding your concern about Dr Das' reasons for contacting the CAT team, you could request your medical records directly from Dr Das under the Health Records Act, and if you are not satisfied with the response you receive from Dr Das, you could then raise this as a concern to the HSC.

Thank you for bringing your concerns to my attention. I hope this information is of assistance to you. I regret that we are not able to help you further with this complaint.

If you have any questions about this letter or would like assistance with the above referrals, please contact Mr Ron Tiffen, Manager Resolutions Team, on 1800 246 054 or by email on help@mhcc.vic.gov.au.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Lynne Coulson Barr', written in a cursive style.

Lynne Coulson Barr
Commissioner

2/12/2014