



Western Health

Office of Chief Medical Officer
Footscray Hospital
Gordon Street
Footscray VIC 3011

14 November 2023

Dear Doctor

Pulsenet, the current secure messaging platform at Western Health, is an unsupported legacy product that is no longer fit for effective communication with external healthcare providers. Despite being unsupported, it is still running and will continue to send discharge summaries.

However, Western Health has identified a secure messaging platform, Healthlink that will replace Pulsenet and allow increased functionality in the long term. It is anticipated that Healthlink will be working by mid-2024.

In the meantime, there are a number of contingencies that will ensure discharge summaries reach their intended destination. As before, all completed discharge summaries in Western Health Electronic Medical Record (EMR) will be uploaded to My Health Record (MHR). This is independent of Pulsenet. For patients who have opted out of MHR, their summary will be sent by hard copy to their GP. We will be monitoring the summary uploads to MHR weekly and unsuccessful uploads will also be sent by hard copy.

Inpatient medical teams have been advised to discuss any urgent matters at the time of discharge by phone with the appropriate GP or clinic nurse.

Western Health is committed to ensuring safe and timely communication with our community healthcare providers. Please contact our GP Integration Unit via gp@wh.org.au if you have any questions or comments

Yours sincerely,

Dr Abarna (Abi) Arulanandarajah
Chief Medical Officer
Western Health