



ACT
Mental Health
Consumer Network

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Dear Jacqui

Review of Canberra Health Services Patient Identification and Procedure Matching

This letter has been prepared by the ACT Mental Health Consumer Network (the Network) in response to the invitation from Canberra Health Services (CHS). It incorporates both written and verbal feedback received from consumers in relation to the CHS Patient Identification and Procedure Matching (the Procedure). The Network welcomes the invitation to provide feedback on the Procedure.

Consumer feedback on the Procedure was limited. However, it was noted that there is no process outlined for how staff are to manage patient identification when a consumer presents to service and is under the influence of alcohol and/or other drugs. This is particularly important for emergency departments and the Alcohol and Drug Services Withdrawal Unit. Consumers recommended that the Procedure should note that alcohol and/or other drugs are a risk factor that may complicate the process of undertaking patient identification alongside providing a reference to the relevant procedure that staff should refer to in such circumstances.

If you have any questions or concerns regarding this feedback, please do not hesitate to contact us on (02) 6230 5796 or executive@actmhc.org.au.

Thank you once again for the opportunity to provide feedback on the Procedure. We look forward to receiving further consultation requests in future.

Yours sincerely



Dalane Drexler
Chief Executive Officer