



# Transfer of Information Guideline – Setting you up for Success

A guideline to assist medical graduates transition into  
internship successfully



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## Contents

<b>Introduction and Background .....</b>	<b>3</b>
<b>Principles.....</b>	<b>3</b>
<b>General.....</b>	<b>4</b>
Exclusions	4
Inclusions	4
<b>Governance .....</b>	<b>4</b>
<b>Processes / Procedures .....</b>	<b>4</b>
<b>Appendices .....</b>	<b>5</b>
Appendix 1 - Postgraduate Medical Education Unit (PMEU) Structure and Function	6
Appendix 2 - Postgraduate Medical Education (PMEU) Contacts	9
Appendix 3 - Transfer of Information (TOI) process for universities and medical graduates	11
Appendix 4 - Testimonials and Examples of Completed Form	12
Appendix 5 - FORM: Request for Transfer of Information (TOI)	13
<b>Glossary.....</b>	<b>19</b>

# Transfer of Information Guideline – Setting you up for Success

## Introduction and Background

The vast majority of medical graduates transition into the workplace successfully, however some require additional support. The purpose of this guideline is to provide information on support available within the Local Health Networks (LHNs) and contacts, to successfully support the transition of medical graduates into internship.

Health networks have advocated for the implementation of a supportive process that enables individuals who require support to receive this early, giving them the best opportunity to succeed.

All information provided by the medical graduate to the employing LHN is confidential and for the dual purpose of ensuring:

- the intern is adequately supported throughout their internship, and
- patient safety is optimised at all times.

## Principles

It is a professional responsibility of all medical practitioners to ask for assistance in order to provide safe and effective patient care. The Transfer of Information (TOI) process is designed to support medical students in their transition from graduating university to entering the medical workforce. This guideline supports graduates to transfer select information including achievements and strengths, as well as areas for development to health networks to facilitate appropriate support in internship. It is a voluntary process which is separate and independent from both the employment and the AHPRA registration processes.

Health networks, graduating universities and the South Australian Medical Education and Training Unit (SA MET) Health Advisory Council (HAC) are committed to providing an environment for medical students and doctors in training, to allow them to thrive. The disclosure of information will be done without fear of consequences to training and / or career progression. Transferring information to an employing health network allows for identification and implementation of strategies to address the needs of new graduates.

If a graduate has anything to disclose which may impact on either patient safety or the ability to maintain personal psychological and / or physical health, the first step should be a confidential discussion with either the appropriate support person within the graduating university (e.g. Learning Coach, Academic Adviser, Disability Officer or Final Year Course Coordinator), or Director of Clinical Training (DCT) / Medical Education Officer (MEO) of the employing health network. (Refer to further information about the DCT and MEO roles in Appendix 1)

Transition is often described as a continuum from undergraduate studies into the workforce, however there is a continuum throughout the medical training journey which is disrupted by multiple points of transition.

*'Each of these transition points are widely experienced as both quite thrilling opportunities for growth and quite terrifying experiences. Educators have devoted much attention to transition points ranging from curricular interventions, to structural changes, and increased personal support'.*

Although medical training can be challenging at times, with the appropriate support there is opportunity for transformative learning. By accepting the challenges with appropriate support this can lead to opportunities for transformation and success throughout the continuum. (O'Brien, 2018)

# Transfer of Information Guideline – Setting you up for Success

## General

### Exclusions

Circumstances which have affected the academic performance and results of a graduate but are unlikely to impact on the ability of the graduate to work as a medical professional and / or in a particular location, will not be considered under this guideline. A graduate may refer to such circumstances as part of their job application process.

A graduate who has any conditions imposed on their registration, should disclose the circumstances to a health network e.g., in the job application.

### Inclusions

The circumstances under which a graduate may seek to transfer information should be of an ongoing nature and may impact the graduate's:

- ability to work full time in any accredited internship position
- ability to work a rotating or after-hours roster
- requirement for extra health, psychological or educational supports
- requirement for special equipment or adjustments to support their work as an intern

## Governance

While the SA MET Health Advisory Council has assisted in the development of this guideline, the SA MET Health Advisory Council **does not** have a role in gathering or transmitting information regarding medical graduates' TOI.

## Processes / Procedures

Transfer of information to the employing health network will occur after the intern match has been finalised by the SA MET Unit. The TOI process is initiated by the medical graduate after employment offer and acceptance to ensure there is no undue influence on the employment process.

### Responsibilities of the graduate

Medical graduates will reflect on professional practice thus far, including performance during university, and provide relevant information in the TOI form template (Appendix 5). Consultation with a treating doctor or psychologist is encouraged and inclusion of any previous disability plan can inform the medical graduate's TOI.

Medical graduates can choose to provide the TOI directly to the employing health network or to use the TOI form template as a guide for a confidential face-to-face discussion with the Director of Clinical Training (DCT) or Medical Education Officer (MEO) within the employing health network.

As a clinician and professional, reflective practice will become an important aspect of career development. The primary rationale for reflective practice is that experience alone does not necessarily lead to learning; deliberate reflection on experience is essential and entering into internship is no exception.

# Transfer of Information Guideline – Setting you up for Success

## Responsibility of the University

University staff (e.g. Learning Coach, Academic Adviser, Disability Officer or Final Year Course Coordinator), are the initial contact person to discuss the TOI process and to assist the graduate to complete the TOI form template.

The university has a responsibility for counselling medical students and specifically when there may be a need for additional support in the workplace.

## Responsibility of the health network

The employing health network will be responsible for receiving the completed TOI and having a confidential conversation with the medical graduate. The health network will be responsible for considering the TOI when planning term rotations and the degree of support, if any, appropriate for each individual supporting the intern to thrive.

## Appendices

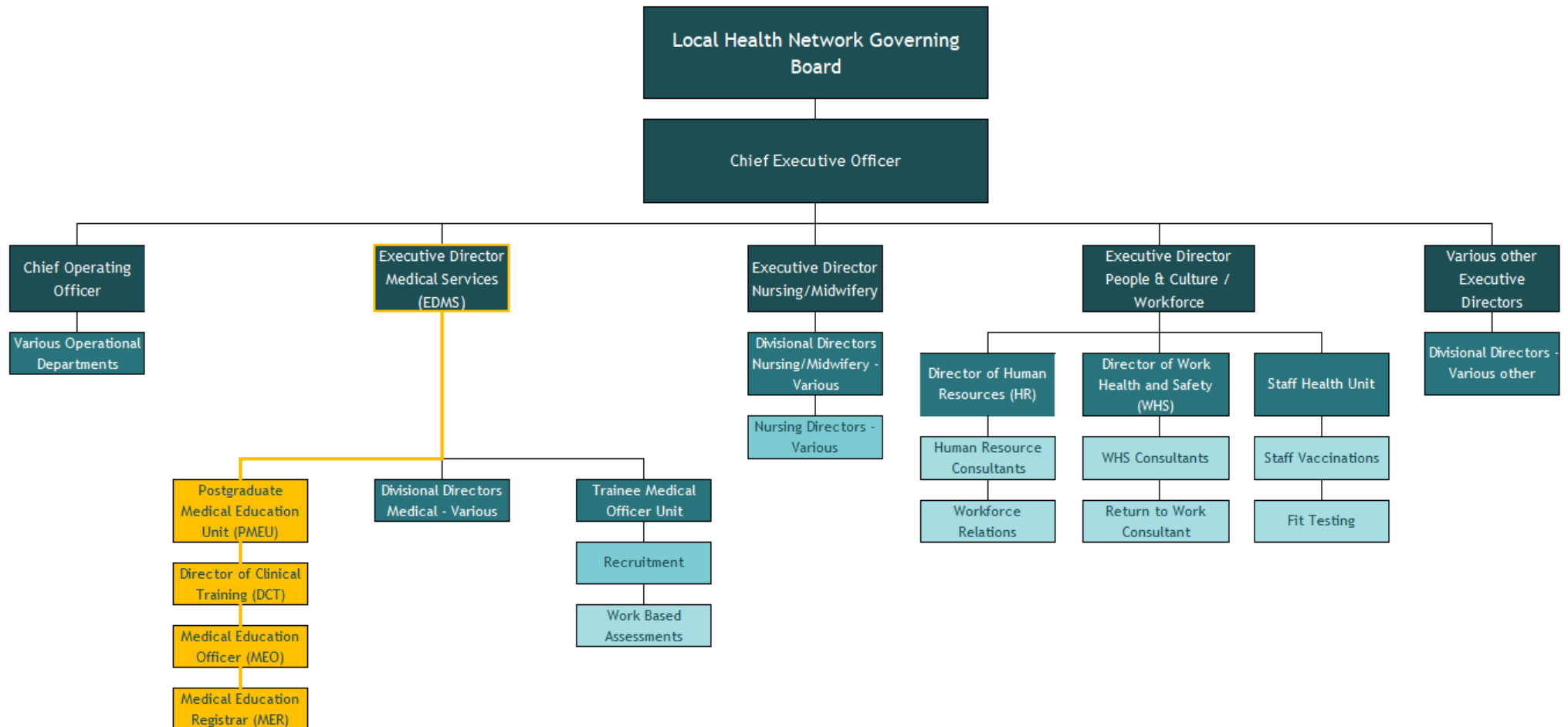
1. Postgraduate Medical Education Unit (PMEU) Structure and Function
2. Postgraduate Medical Education Unit (PMEU) Contacts
3. Transfer of Information (TOI) process for universities and medical graduates
4. Testimonials and Examples of Completed Form
5. FORM: Request for Transfer of Information (TOI)

# Transfer of Information Guideline – Setting you up for Success

## Appendix 1

### POSTGRADUATE MEDICAL EDUCATION UNIT (PMEU) STRUCTURE AND FUNCTION

PMEU in Organisation Structure\* (mock)



\*Note this is indicative only and may vary from health network to health network



# Transfer of Information Guideline – Setting you up for Success - Appendix 1 cont.

## POSTGRADUATE MEDICAL EDUCATION UNIT (PMEU) STRUCTURE AND FUNCTION



The Postgraduate Medical Education Unit (PMEU) is a professional education team who provide advice and assistance with the processes of teaching, supervision, assessment, and evaluation for TMOs. This includes supporting all prevocational doctors in training as well as the supervisors who support them.

The EDMS is responsible for the management of:

- Postgraduate Medical Education Unit
- Clinical Governance including credentialing of medical staff, patient safety and quality improvement
- Clinical information systems development
- Research governance
- Relationships with relevant professional bodies and universities
- Medico Legal and Coroner's matters

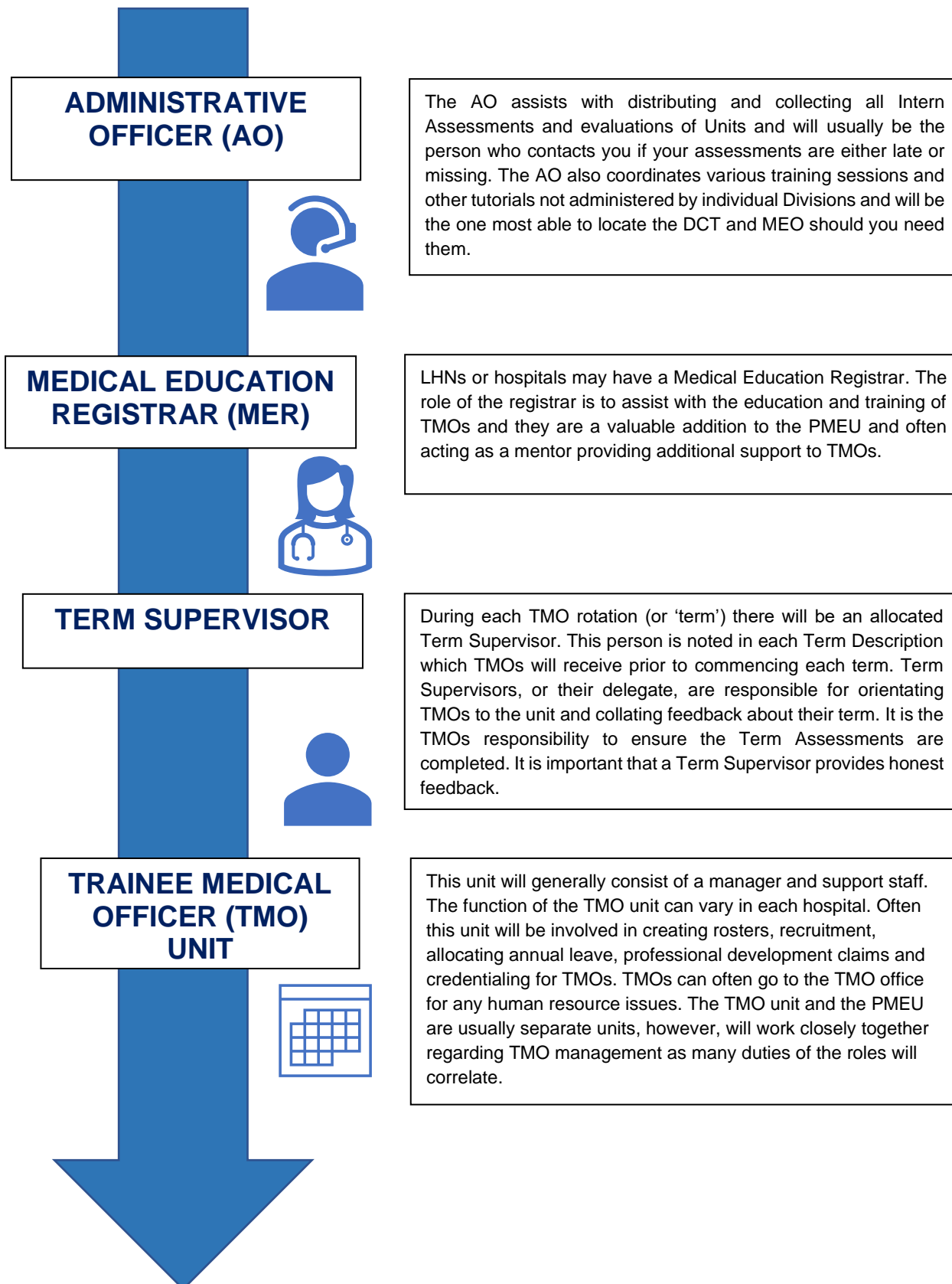
The DCT is an advocate for prevocational Trainee Medical Officers (TMO) and will be important support during the TMO's prevocational years. Other responsibilities of the DCT include:

- Defining the training needs of TMOs
- Establishing objectives for TMO Training
- Designing strategies to ensure that those needs, and objectives are met
- Evaluating the training program
- Initiating any necessary change
- Welfare and support of TMOs

In conjunction with DCT, the MEOs primary responsibility is for Intern training and support. The MEO works closely with the DCT and also provides support for the personal welfare of TMOs and aims to enhance education and training by promoting an environment conducive to learning. Specifically, the MEOs role is to:

- Ensure each Intern has a broad-based educational experience that meets the requirements to obtain full registration
- Facilitate Intern training by developing support structures and educational and organisational initiatives
- Implement, evaluate, and maintain educational programs within the hospital
- Support the DCT and Medical Education Registrar (MER) in the development, delivery, and evaluation of educational resource material for prevocational education programs.

# Transfer of Information Guideline – Setting you up for Success – Appendix 1 cont.





# Transfer of Information Guideline Setting you up for Success – Appendix 2

## POSTGRADUATE MEDICAL EDUCATION UNIT (PMEU) CONTACTS

### Central Adelaide Local Health Network (CALHN)

#### Medical Education Unit (RAH)

Telephone: (08) 7074 2941

Email: [Health.RAH.postgradededucation@sa.gov.au](mailto:Health.RAH.postgradededucation@sa.gov.au)

#### Medical Education Unit (TQEH)

Telephone: (08) 8222 7921

### Northern Adelaide Local Health Network (NALHN)

#### Postgraduate Medical Education Unit

Telephone: (08) 8282 0844

Email: [Health.NALHNMEO@sa.gov.au](mailto:Health.NALHNMEO@sa.gov.au)

### Southern Adelaide Local Health Network (SALHN)

#### Flinders Medical Centre

Telephone: (08) 8204 7692

Email: [Health.FMCMedicalEducationTMOU@health.sa.gov.au](mailto:Health.FMCMedicalEducationTMOU@health.sa.gov.au)

### Women's and Children's Network (WCHN)

#### Women's and Children's Hospital

Telephone: (08) 8161 6927

Email: [Health.WCHMEO@sa.gov.au](mailto:Health.WCHMEO@sa.gov.au)

### Yorke and Northern Local Health Network (YNLHN)

#### Medical Education Unit

Email: [health.YNLHNMEU@sa.gov.au](mailto:health.YNLHNMEU@sa.gov.au)

### Riverland Mallee Coorong Local Health Network (RMCLHN)

#### Riverland Academy of Clinical Excellence Medical Education Unit

Telephone: (08) 8595 2931

Email: [Health.RMCLHNmedicaleducationunit@sa.gov.au](mailto:Health.RMCLHNmedicaleducationunit@sa.gov.au)

### Barossa Hills Fleurieu Local Health Network (BHFLHN)

#### Medical Education Unit

Contact Dr Peter Stuart, Director of Clinical Training

Email: [Peter.Stuart@sa.gov.au](mailto:Peter.Stuart@sa.gov.au)

Email: [Health.BHFLHNMedicalEducationUnit@sa.gov.au](mailto:Health.BHFLHNMedicalEducationUnit@sa.gov.au)

### Eyre and Far North Local Health Network (EFNLHN)

#### Port Lincoln Hospital

#### Medical Education Unit

Telephone: (08) 7669 1342

Email: [Health.EFNLHNMedicalEducationUnit@sa.gov.au](mailto:Health.EFNLHNMedicalEducationUnit@sa.gov.au)

# Transfer of Information Guideline Setting you up for Success – Appendix 2 cont.

## Flinders and Upper North Local Health Network (FUNLHN)

**Northern Gulf Eyre Regional Training Hub**

**Whyalla Regional Hospital Switchboard**

Telephone: (08) 8648 8300

Email: [Health.FUNLHNMedicalEducationUnit@sa.gov.au](mailto:Health.FUNLHNMedicalEducationUnit@sa.gov.au)

## Limestone Coast Local Health Network (LCLHN)

**Mount Gambier and Districts Health Service (MGDHS)**

**Prevocational Medical Education Unit**

Telephone: (08) 8721 1200

Email: [Health.LCLHNMedicalEducationUnit@sa.gov.au](mailto:Health.LCLHNMedicalEducationUnit@sa.gov.au)

# Transfer of Information Guideline – Setting you up for Success – Appendix 3

## TRANSFER OF INFORMATION (TOI) PROCESS FOR UNIVERSITIES AND MEDICAL STUDENTS

**1. Graduating universities will provide an information session on the transfer of information (TOI) process. The session should focus on:**

- > Why it is important to share information with the employing health network
- > Who will have access to the information?
- > How sharing information will help medical students transition into the workplace
- > What the TOI process will involve and who is responsible at each stage



**2. A medical student enters the TOI process understanding the purpose. All students are provided with a copy of the TOI template and asked to reflect on their professional practice recognising there is a legitimate purpose for sharing information if it:**

- > Promotes capability development of medical graduates during internship
- > Promotes patient safety
- > Protects the medical graduates' health and wellbeing
- > Supports employers to be more effective at addressing potential risks and reduce harm



**3. The graduating university will support medical students to complete their TOI and provide:**

- > Counselling to medical students about the TOI
- > Encouraging participation of medical students:
  - o to promote successful transition into internship,
  - o who would benefit from transition to practice support?
- > Medical student and graduating University Dean (or delegate) signs off declaration



**4. The TOI is provided to the Director of Clinical Training (DCT) at the health network by the medical student.**

- > The DCT and medical graduate communicate strengths and areas for development
- > The DCT and medical graduate communicate how the transition into the workplace can be supported
- > The graduating university may be included in communications to support interactions and identify appropriate options

# Transfer of Information Guideline – Setting you up for Success – Appendix 4

## TESTIMONIALS PROVIDED BY INTERNS (DE-IDENTIFIED AND USED WITH PERMISSION)

### Testimonial 1:

Intern A sustained a sporting injury to their knee during medical degree studies, with the surgery scheduled a few weeks prior to them commencing as an intern. Intern A was aware recovery from the surgery would require a substantial amount of rehabilitation and physiotherapy, and were concerned this would impact on their ability to perform the duties of an intern, including being able to walk for long distances, stand for long periods and use stairs to navigate the healthservice.

Intern A contacted the healthservice and made them aware of their situation and also discussed options for preferencing particular term rotations to accommodate their requirements.

The healthservice was more than happy to assist intern A and allocated their first term on a unit where they were able to work a 76 hour fortnight, with no overtime/cover and accommodated their physical requirements.

If it wasn't for this discussion, their rehabilitation would not have progressed as well as it has and they were very glad they discussed their situation with healthservice.

### Example of how Section 4 could be completed within the form

#### 4. Health and Wellbeing (*if applicable*)

Please provide specific details of HOW your health issue(s) may impact on the way you work during your intern training program

- You may meet with your health provider (eg. GP, Psychologist, Specialist) to determine what adjustments are required
- Consider what supports/or adjustments that were made during medical school that may need to be continued into your Intern training (eg. disability plan)

<p>I sustained a sporting injury to my knee earlier this year with surgery scheduled in December.</p> <p>I am concerned that my recovery and rehabilitation will impact on my ability to perform all work duties as an intern, as I will not be able to walk long distances or use stairs to move around the hospital.</p> <p>I will be required to complete a rehabilitation regime every day and attend physiotherapy sessions therefore am requesting rotations in the first instance whereby I can complete this, aswell as modify physical activity.</p> <p>I have attached a letter from the specialist outlining the requirements.</p>
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# Transfer of Information Guideline – Setting you up for Success – Appendix 5 cont.

## FORM: Request for Transfer of Information (TOI)

Instructions: Please use the form to either provide directly to the employing LHN or use as a guide for a confidential discussion with the Director of Clinical Training (DCT) or Medical Education Officer (MEO) within the employing health network.

If providing the form directly, please complete the relevant sections of the form and provide information as requested.

Please complete at least one of the section(s) 5 and/or 6 which are relevant to your circumstances.

Section 7 requires you to declare that the information provided is true and correct.

Section 8 provides substantiation from the graduating university **if applicable**.

### 1. Your personal information:

Name of student/graduate	
Graduating university	
Expected date of graduation	

### 2. Health network/intern programs:

List the health network that you intend to provide the TOI form to or discuss the TOI form in person.

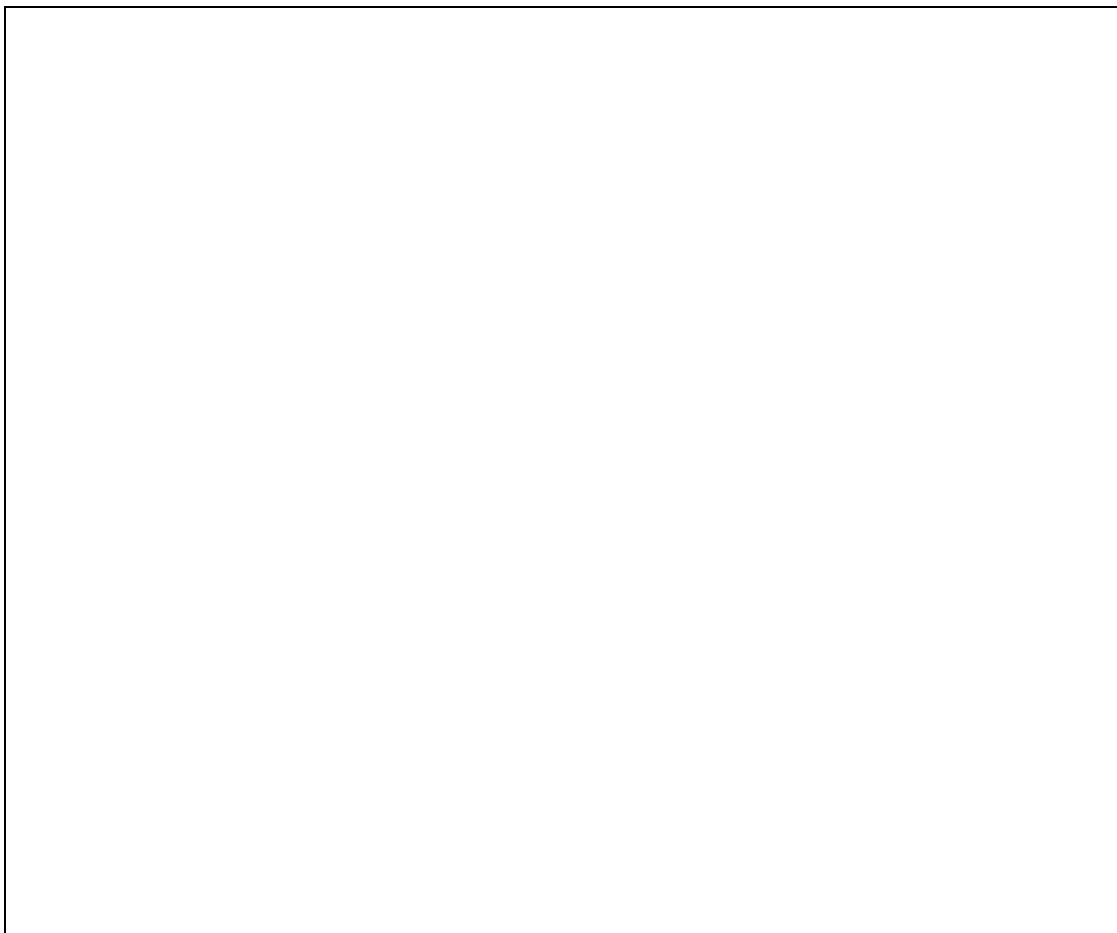
Health Network for Internship (Refer to Appendix 2 for contact details)	
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# Transfer of Information Guideline – Setting you up for Success – Appendix 5 cont.

### 3. Educational Progress (*if applicable*)

Please provide details of any educational challenges during your medical training

- You may meet with University staff (e.g. year convenor, academic adviser, Dean) to determine what supports/or adjustments that were made during medical school that may need to be continued into your Intern training (e.g. disability plan)
- Consider HOW your educational needs may impact on the way you work during your intern training program
- Consider if there are specific areas that require additional training to build knowledge/skills/capabilities



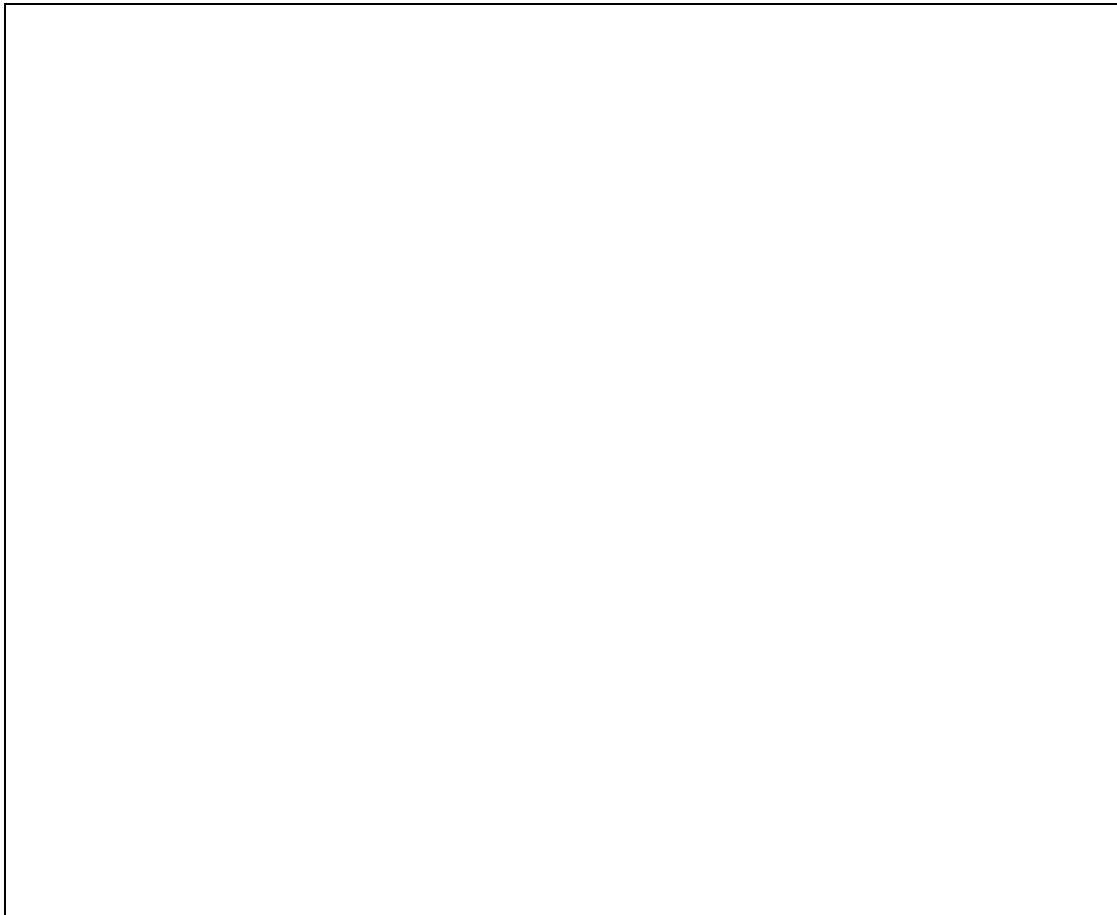


# Transfer of Information Guideline – Setting you up for Success – Appendix 5 cont.

## 4. Health and Wellbeing (*if applicable*)

Please provide specific details of HOW your health issue(s) may impact on the way you work during your intern training program

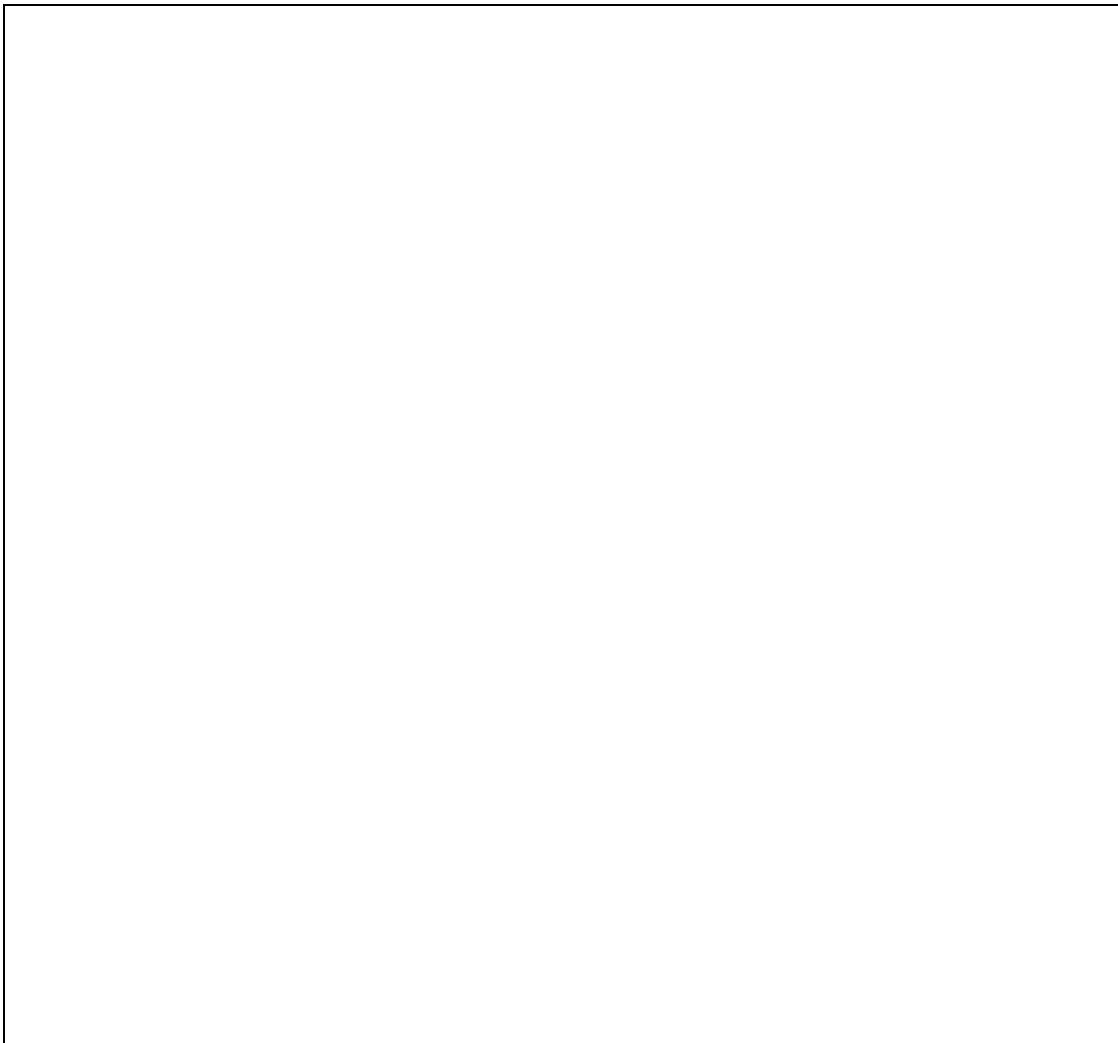
- You may meet with your health provider (eg. GP, Psychologist, Specialist) to determine what adjustments are required
- Consider what supports/or adjustments that were made during medical school that may need to be continued into your Intern training (eg. disability plan)

A large, empty rectangular box with a thin black border, intended for the user to provide specific details about their health issues and how they impact their work during their intern training program.

# Transfer of Information Guideline – Setting you up for Success– Appendix 5 cont.

## 5. Skills/Knowledge/Behaviour Development

Please provide specific details on the skills/knowledge/behaviour development which you have identified during your medical training which will assist the employer to provide feedback and guidance on how to build your capabilities in these areas.



# Transfer of Information Guideline – Setting you up for Success– Appendix 5 cont.

## 6. Your Achievements and Strengths

Please list your achievements and strengths.

## 7. DECLARATION BY STUDENT

I confirm that the information I have provided in this form is true and correct.

I agree that this information may be used for the purposes for which it is provided and in accordance with the Transfer of Information guidelines.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

# Transfer of Information Guideline – Setting you up for Success – Appendix 5 cont.

## 8. DECLARATION BY GRADUATING UNIVERSITY REPRESENTATIVE *(if applicable)*

Please provide comments or additional information that may assist and support the student during their transition / intern training period.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## GLOSSARY

ACRONYM	MEANING
AHPRA	Australian Health Practitioner Regulation Agency
AO	Administrative Officer
DCT	Director of Clinical Training
EDMS	Executive Director Medical Services
HAC	Health Advisory Council
LHN	Local Health Network
MEO	Medical Education Officer
MER	Medical Education Registrar
PMEU	Postgraduate Medical Education Unit
SA MET	South Australian Medical Education and Training unit
TMO	Trainee Medical Officer
TOI	Transfer of Information

For more information

[www.sahealth.sa.gov.au](http://www.sahealth.sa.gov.au)

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