

25 November 2021

Dear Sir or Madam

Subject: Changes to Boab Health Services' Client Record Systems

As a client of Boab Health Services, we wish to keep you informed of any changes to our internal client records systems which may affect your client record(s).

We are undertaking a project to ensure our client records system is reflective of best evidence-based practice. Boab Health Services plan to amalgamate our separately held client records into one client record in our electronic records management system as part of this project. The merged client record will include all client notes and documents from each of our programs for our allied health, Integrated Team Care (ITC) program and mental health clients. The merging of the client record will support a multi-disciplinary and holistic care delivery model of service.

We would like to take this opportunity to reassure you that Boab Health Service has robust systems and processes in place which ensure client privacy, and confidentiality is maintained in accordance with legislative requirements. The merging of our client records will not affect our high standards of record keeping and client confidentiality. For further information read our [Privacy and Security of Personal Health Information Policy](#).

If you have any questions or concerns about the information in this letter or wish to discuss your client record, please contact Lesley Cunningham, Executive Manager Clinical Services, on 9192 7888 or Jo Sandler Data Analyst on 9166 8100 or email reception@boabhealth.com.au.

Yours sincerely



Lesley Cunningham
Executive Manager Clinical Services

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