

Dear Senators

I wish to report my experience with the PSR. I am a Country GP/VMO at Ballina.

I am the longest serving VMO at Ballina Hospital & the Senior Principal Doctor in a Group Practice serving the Ballina Community for nearly 30 years.

I was investigated by the PSR for my high numbers of Wound Management Items & Immunisations. Having been in the same practice for nearly 30 years it is not unexpected that I am going to have a high number of Elderly patients. In that Demographic wounds are common as is the need for Immunisations.

I eventually had to pay back to Medicare a not insubstantial amount of money.

My "crime" was that I had not kept "contemporaneous records" for each encounter.

Despite the fact that each Patient encounter was logged in to the Computer Record for Attendance <via Front Desk staff & Pracsoft Patient Attendance Software.>

Despite the fact that each & every service had been provided & documented in detail by our Practice Nurse in the Computer record.

The fact that I had not personally made an entry for each & every encounter made me guilty as charged.

This occurred predominantly at a time when we were renting substandard premises < cramped & difficult work environment > whilst building our new Medical Centre.

My prior unblemished record made no difference.

The experience was not pleasant. I felt that it was more about "clawing" back money.

The approach of the PSR was intimidating.

I felt that I was being judged by people who had no appreciation of the pressure hard working Country GPs work under. Seemingly no recognition of the years of service & help that I have provided to many people in my Community over many years.

Yours sincerely

Dr Chris McKenzie

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