

Executive Director The Prince Charles Hospital

Tami Photinos



Summary:

- Outgoing phone call changes
- Executive Update
- Interpreter pilot underway
- National Doctors Day at TPCH
- TPCH ieMR project launch

Message feedback



Audience: All staff



Read Time: 5 Minutes



For: Information

Dear Team,

From next month, all outgoing phone calls from TPCH must display a phone number. Private or unknown numbers will no longer be allowed. This change is being implemented statewide to provide a consistent experience for patients and reduce the likelihood of important clinical calls being rejected.

TPCH is moving towards a model where each department presents a designated reception or call-handling number for all outbound calls. Implementing this model will require a few months to work through the appropriate routing for each area.

As an interim measure from the end of April, all outbound calls will present a central TPCH number which, when called back, will play a recorded message advising that the missed phone call was from TPCH.

Telecommunications Manager Ash Dunlop will engage with each area to ensure the final routing model supports operational needs and improves the patient experience.

Executive Update

Dr Grant Howard (right with Dr Julieanne Graham) will be acting Director of Medical Services until Monday 6 April.

The TPCH Director of Nursing role is now open for permanent recruitment. Applications close on Friday 10 April. More details are available on the [Smart Jobs](#) website.





Miranda Bartlett (left) finishes today as TPCH Acting Director of Allied Health. Thank you for tremendous contribution to the role and TPCH Executive for the last nine months.

Miranda will return to her Director of Social Work role in a few weeks.

From Monday, Perry Judd will return to the Director role, following his secondment as Metro North's Chief Allied Health Practitioner.



Queensland-first interpreter service online at TPCH Adult Emergency

TPCH is the first hospital in Queensland to trial a new 24/7 on-demand video and phone interpreting service in Adult Emergency, delivered by Queensland-based 2M Language Services.

All interpreters hold NAATI certification, ensuring high-quality, in-language support at the point of care. Early results have been promising with TPCH connection times as low as 20–36 seconds.

The impact of the new interpreting system was evident on the first day of the pilot on Wednesday when ED staff used it to support a patient who did not speak English and was becoming increasingly distressed after their own translation app failed. With immediate video interpreter access, the patient became visibly calmer and clinicians were able to communicate effectively— allowing the team to identify and respond quickly to a sudden onset of chest pain.

Should the pilot be successful, the next phase of the project will focus on expanding the on-demand interpreting service to other units across the hospital.



Thanks to Madi Hope (right), Janet, Puja and Nicky from the Metro North Multicultural Team for your support. For more information at TPCH, contact Kate Wright.

Happy National Doctors Day at TPCH!

Yesterday was a wonderful opportunity to celebrate with our doctors.

Our Grand Rounds special Doctors' Day event *High Performing Teams in Healthcare* with guest speaker Air Commodore Dr Andrew Johnson was a highlight.

Dr Johnson (right and below left) is Principal Consultant to the Surgeon General of the Australian Defence Force.



It was also great to read so many of your notes acknowledging the great work of our doctors at TPCH (below right).



TPCH ieMR Project update

The integrated electronic Medical Record (ieMR) is coming to The Prince Charles Hospital in 2027.

All staff are invited to join the ieMR Project and TPCH Executive Leadership teams for a launch vidcast on Thursday 16 April starting at 12pm.

Held via Microsoft Teams, the session will provide information about what the ieMR is, its advantages, the implementation timeline for TPCH and what support will be available to staff as we transition to using the system.

I encourage your attendance to learn more as we embark on this transformational change for the hospital.

[Click here](#) to download a calendar invite to the vidcast.

TPCH ieMR Project Launch Event

When: Thursday, 16 April 2026
Time: 12.00pm – 1.00pm

Find out what the integrated electronic Medical Record (ieMR) coming to TPCH means for you.

[Click here for your Microsoft Teams event invite](#)

The banner features a dark blue background with white text. On the right side, there is an illustration of a laptop displaying a Microsoft Teams meeting grid with several participants. A small globe icon is also visible in the upper right corner of the banner.

Register today for Beyond Diversity workshop

The Beyond Diversity Workshop is a critical component of Metro North Health's Aboriginal and Torres Strait Islander Anti-Racism efforts.

This two-day, interactive workshop strengthens understanding of how race influences our work, decision-making and engagement with the communities we serve.

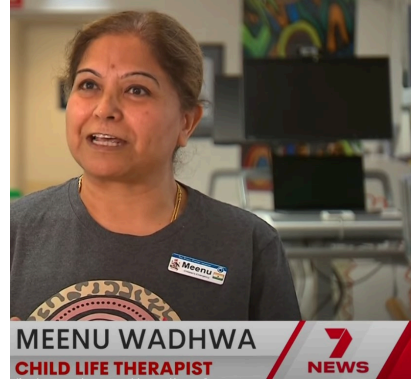
The next workshop will be held on 15+16 April at the Aspley Hornets Football Club on Graham Road, Carseldine. [Register here](#) on TMS.

Finally,

Have you seen the good news about TPCH this week?

TPCH paediatric emergency Child Life Therapist Meenu Wadhwa (right) was on 7 News Brisbane on Wednesday night.

You can watch her story [here](#) (Facebook link).



Earlier in the week, 10 News Queensland ran a great story on TPCH's 500th heart transplant recipient Rhys Hoole, who is now a TPCH Foundation Ambassador.

The story also featured TPCH Physiotherapist Helen Seale, who worked with Rhys on his rehabilitation for more than a year.

You can watch Rhys' story [here](#) (Facebook).

Kind regards,

Tami Photinos

Executive Director

The Prince Charles Hospital



We uphold our commitment to health equity through our Values in Action
Respect | Integrity | Compassion | High Performance | Teamwork



Metro North Health acknowledges the Traditional Custodians of the Land upon which we live, work and walk, and we pay our respects to Elders both past and present.

Metro North Health's vision

Creating healthier futures together—where innovation and research meets compassionate care and community voices shape our services.



**Queensland
Government**

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