



SOUTH AUSTRALIAN
MEDICAL EDUCATION & TRAINING

Transfer of Information Guideline

Setting you up for Success

A guideline to assist medical graduates transition into internship successfully.

Volume 2. Released 2025.

Contents

Contents	1
Setting you up for Success	2
Introduction and Background	2
Principles	2
General	3
Exclusions	3
Inclusions	3
Governance	3
Processes/Procedures	3
Responsibilities of the graduate	3
Responsibilities of the University	4
Responsibilities of the Local Health Network	4
Appendices	4
Appendix 1: Medical Education Unit Function	5
Appendix 2: Medical Education Unit Structure	7
Appendix 3: Medical Education Unit Contacts	8
Appendix 4: Transfer of Information Process for Universities and Medical Students	9
Appendix 5: Testimonial and Form Example	11
Glossary	12
Request for Transfer of Information Form	5

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)

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.

Responsibilities 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.

Responsibilities of the Local 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. Medical Education Unit (MEU) Function
2. Medical Education Unit Structure Example
3. Medical Education Unit (MEU) Contacts
4. Transfer of Information (TOI) process for universities and medical graduates
5. Testimonials and Examples of Completed Form



Appendix 1: Medical Education Unit Function

MEU



MEDICAL EDUCATION UNIT

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

MEO



MEDICAL EDUCATION OFFICER

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 (PGY1) has a broad-based educational experience that meets the Framework 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.

MER



MEDICAL EDUCATION REGISTRAR

LHNs or hospitals may have a Medical Education Registrar. The role of the registrar is to assist with the education and training of TMOs and they are a valuable addition to the MEU and often acting as a mentor providing additional support to TMOs.

TS



TERM SUPERVISOR

During each PGY rotation (or 'Term') there will be an allocated Term Supervisor. This person is noted in each Term Description which PGY+ doctors will receive prior to commencing each term. Term Supervisors, or their delegate, are responsible for orientating PGY1+ doctors to the unit and collating feedback about their term. It is the PGY1+ doctor's responsibility to ensure the Term Assessments are completed. It is important that a Term Supervisor provides honest feedback.

ASO



ADMINISTRATION SERVICES OFFICER

The ASO assists with distributing and collecting all Intern Assessments and evaluations of Units and will usually be the person who contacts you if your assessments are either late or missing. The ASO also coordinates various training sessions and other tutorials not administered by individual Divisions and will be the one most able to locate the DCT and MEO should you need them.

TMOU



TRAINEE MEDICAL OFFICER UNIT / MEDICAL LIAISON OFFICER

This unit will generally consist of a manager and support staff. The function of the TMO unit can vary in each hospital. Often this unit will be involved in creating rosters, recruitment, allocating annual leave, professional development claims and credentialing for TMOs. TMOs can often go to the TMO office for any human resource issues. The TMO unit and the MEU are usually separate units, however, will work closely together regarding TMO management as many duties of the roles will correlate.

DCT



DIRECTOR OF CLINICAL TRAINING

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 PGY1 & PGY2 doctors
- Establishing objectives for PGY1 & PGY2 Training
- Designing strategies to ensure that those needs, and objectives are met
- Evaluating the training program
- Initiating any necessary change
- Welfare and support of PGY1 & PGY2+ doctors

EDMS

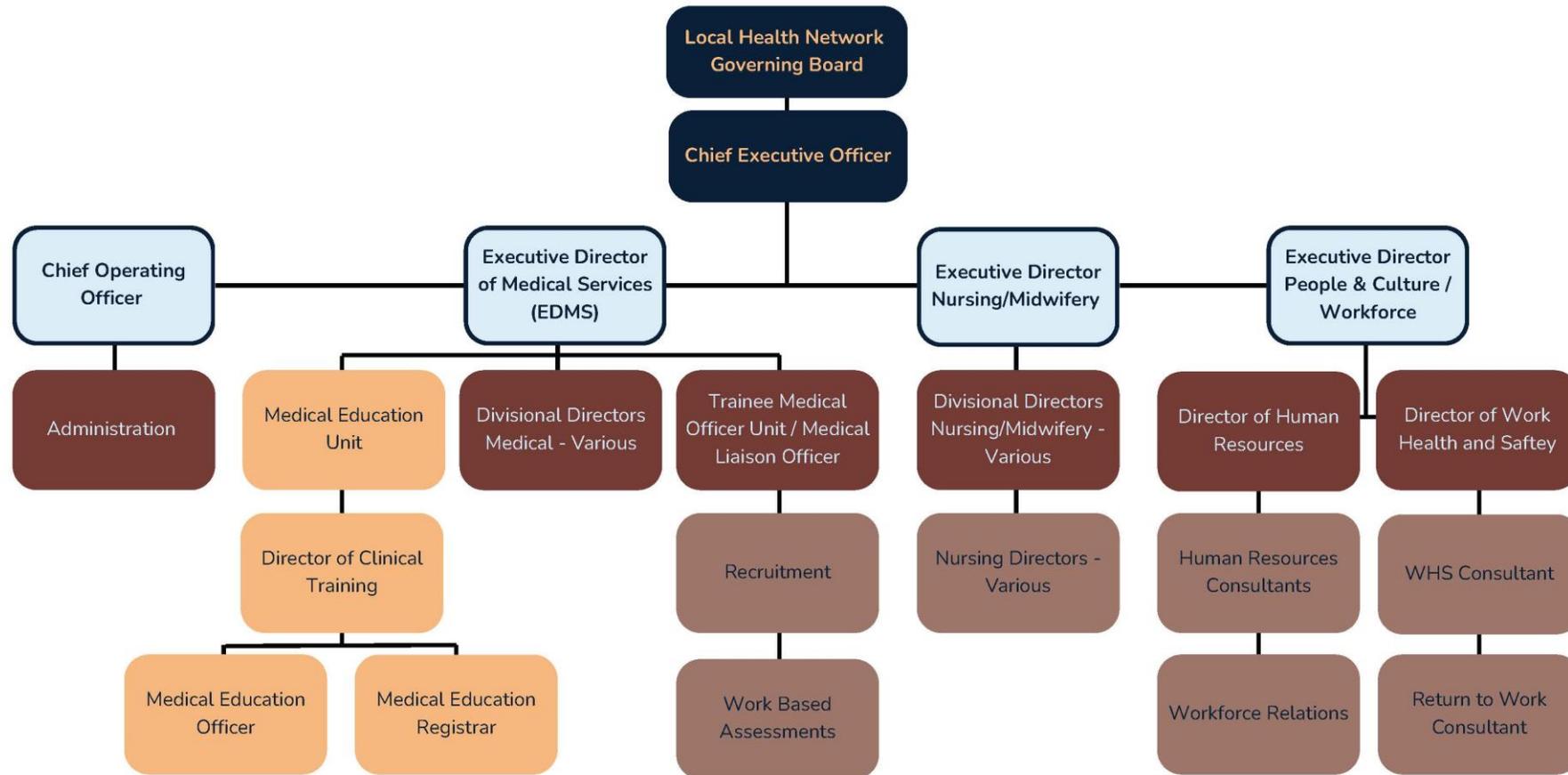


EXECUTIVE DIRECTOR MEDICAL SERVICES

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

Appendix 2: Medical Education Unit Structure



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

Appendix 3: Medical Education Unit Contacts

Barossa Hills Fleurieu Local Health Network (BHFLHN)

Medical Education Unit

Email: Health.BHFLHNMedicalEducationUnit@sa.gov.au

Dr Peter Stuart, Director of Clinical Training

Email: Peter.Stuart@sa.gov.au

Central Adelaide Local Health Network (CALHN)

Medical Education Unit

Email: Health.CALHNMEU@sa.gov.au

Telephone: 0466 429 087 (RAH)

Telephone: (08) 8222 7921 (TQEH)

Eyre and Far North Local Health Network (EFNLHN)

Medical Education Unit

Email: Health.EFNLHNMedicalEducationUnit@sa.gov.au

Telephone: (08) 7669 1342 (Hospital switchboard)

Flinders and Upper North Local Health Network (FUNLHN)

Medical Education Unit

Email: Health.FUNLHNMedicalEducationUnit@sa.gov.au

Telephone: (08) 8648 8300 (Hospital switchboard)

Limestone Coast Local Health Network (LCLHN)

Medical Education Unit

Email: Health.LCLHNMedicalEducationUnit@sa.gov.au

Telephone: (08) 8721 1200 (Hospital switchboard)

Northern Adelaide Local Health Network (NALHN)

Medical Education Unit

Email: Health.NALHNMEU@sa.gov.au

Telephone: (08) 8282 0844

Trainee Medical Officers Unit

Email: Health.NALHNTMOU@sa.gov.au

Telephone: (08) 711 78235

Riverland Mallee Coorong Local Health Network (RMCLHN)

Medical Education Unit

Email: Health.RMCLHNMedicalEducationUnit@sa.gov.au

Telephone: (08) 8595 2937 (Hospital switchboard)

Southern Adelaide Local Health Network (SALHN)

Medical Education Unit

Email: Health.SalhnMedicalEducationUnit@sa.gov.au

Telephone: (08) 8204 7689

Trainee Medical Officers Unit

Email: HealthTMOUHumanResources@sa.gov.au

Telephone: (08) 8204 7687

Women's and Children's Network (WCHN)

Medical Education Unit

Email: Health.WCHMEO@sa.gov.au

Telephone: (08) 8161 6927

Trainee Medical Officers Unit

Health.WCHNTMOUnit@sa.gov.au

Yorke and Northern Local Health Network (YNLHN)

Medical Education Unit

Email: Health.YNLHNMEU@sa.gov.au



Appendix 4: Transfer of Information 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

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:
 - to promote successful transition into internship,
 - 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

Appendix 5: Testimonial and Form Example

This testimonial has been de-identified and used with permission of all parties involved.

Testimonial

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 Form

This is an example of how the testimonial above could be used to complete *Section 3* of the *Request for Transfer of Information Form*.

Section Three: 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 (e.g. 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 (e.g. disability plan)

I sustained a sporting injury to my knee earlier this year with surgery scheduled in December.

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.

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, as well as modify physical activity.

I have attached a letter from the specialist outlining the requirements.

Glossary

Acronym	Meaning
Ahpra	Australian Health Practitioner Regulatory Agency
AMC	Australian Medical Council
ASO	Administration Services Officer
DCT	Director of Clinical Training
EDMS	Executive Director of Medical Services
HAC	Health Advisory Council
LHN	Local Health Network
MEO	Medical Education Officer
MER	Medical Education Registrar
MEU	Medical Education Unit
MLO	Medical Liaison Officer
SA MET	South Australian Medical Education and Training Unit
TMO	Trainee Medical Officer
TOI	Transfer of Information
Acronym	Local Health Network
BHFLHN	Barossa Hills Fleurieu Local Health Network
CALHN	Central Adelaide Local Health Network
EFNLHN	Eyre and Far North Local Health Network
FUNLHN	Flinders and Upper North Local Health Network
LCLHN	Limestone Coast Local Health Network
NALHN	Northern Adelaide Local Health Network
RMCLHN	Riverland Mallee Coorong Local Health Network
SALHN	Southern Adelaide Local Health Network
WCHN	Women's and Children's Local Health Network
YNLHN	Yorke and Northern Local Health Network

Volume 2.
Released 11/11/2025

sahealth.sa.gov.au
samet.org.au