About CareSync Exchange

Overview

CareSync Exchange is a secure system that helps doctors, nurses and other health providers in Victoria's public health services quickly access important information about your health.

This means they can make better decisions about your care and treatment, no matter which public hospital or clinic you visit.

While health services have always shared information, doing it electronically makes the process faster, safe and more efficient.

How CareSync Exchange can help you?

Right now, your medical records are stored separately at different public hospitals and clinics. This can make it harder for healthcare providers to get the full picture of your health history – like test results or past treatments from other hospitals.

With CareSync Exchange, your healthcare team can securely access key health information when they need it.

This helps to:

- Ensure safer, more coordinated care by giving doctors and nurses the right information at the right time.
- Reduce delays by cutting down on paper-based records, phone calls, emails and faxes.
- Avoid unnecessary repeat tests such as blood tests or scans.
- Make your visits easier – you won't have to remember to carry all your medical history.

What information is shared?

Only specific details from your medical record will be shared automatically when you visit a Victorian public health service. This ensures your healthcare team can access the most up-to-date and relevant information to provide you with the best care.

The shared information includes:

- Your contact details and emergency contacts.
- Dates of hospital visits (inpatient, outpatient, or in an emergency).
- Clinical documents such as hospital discharge summaries.
- Pathology test results and reports.

Keeping your information safe

CareSync Exchange is designed to keep your health information private and secure.

Only doctors, nurses and other healthcare professionals involved in your care can access your information. They use it to help make better decisions about your treatment.

There are strict laws under the *Health Services Act 1988* to protect your information and anyone who misuses it faces serious penalties.

CareSync Exchange follows Victoria's strict data security standards. It uses a private, secure network that only public health services can access. Extra security measures, like firewalls, data encryption, and systems that detect unauthorised access, help keep your information safe.

How is CareSync Exchange different from My Health Record?

CareSync Exchange and My Health Record are two separate systems that work together to support your healthcare.

CareSync Exchange can only be accessed by doctors and nurses in Victoria's public health system.

My Health Record is Australia's national system. It includes information from public and private providers like general practitioners, pharmacies, private hospitals, and diagnostic services. You can also access your own My Health Record.

Where is CareSync Exchange available?

CareSync Exchange will roll out gradually across Victoria's public health services in 2025.

To see which hospital and health services are using it visit:

www.health.vic.gov.au/caresync-exchange.

Want to know more?

If you have any questions, ask your doctor or healthcare provider.

For more information visit www.health.vic.gov.au/caresync-exchange

Visit our website for more information

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