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Number of participating
health services



9

Patient records accessed
since June 2025



50,527

Total number of unique
users since June 2025



8,266

Message from Director of Connecting Care - Dr Vineesh Khanna



Our Growth Continues

I want to firstly recognise the strong momentum and growth behind CareSync Exchange. Our latest operational results show that since June 2025, clinicians have accessed the records of 50,527 patients to support their care, with 8,266 users using the system. These are fantastic results, and the team and I will be busy working to ensure this momentum continues.

Over recent months, the team and I have visited health services to hear directly from them about how they're preparing for the rollout of CareSync Exchange. In the Gippsland Local Health Service Network, we visited Latrobe Regional Health, Central Gippsland Health, Yarram and District Health Service and Bairnsdale Regional Health Service. We also visited Bayside Health services at Wonthaggi, as well as Peninsula University Hospital.

These visits highlighted strong local preparation and a shared focus on the benefits of secure, timely access to a broader range of patient health information.

Health services within Gippsland Local Health Service Network, Bayside Health Peninsula, Bayside Health Regional - Wonthaggi Hospital and Phillip Island Community Hospital will be going live with CareSync Exchange in the coming weeks.

On the theme of regional visits, I recently spoke at the Hume Digital Health Showcase to provide an update on the progress of the CareSync Exchange rollout and how it will be supporting broader digital health plans for both the Hume region and the state. The event was a valuable opportunity to connect with digital health professionals from across the Hume region. Thank you to the Hume Rural Health Alliance for hosting an insightful event.

As the rollout continues, we are shaping our future roadmap to expand the clinical information available through CareSync Exchange and improve how it is viewed.

In August, CareSync Exchange will mark the first anniversary of its official statewide launch. More information about how this milestone will be acknowledged will be shared closer to the time.

Well that's enough from me for this issue of the newsletter! There's plenty to explore, so I encourage you to look through the updates. If you have any questions, as always, please reach out to the project team at HIEprogram@health.vic.gov.au.

Kind regards,

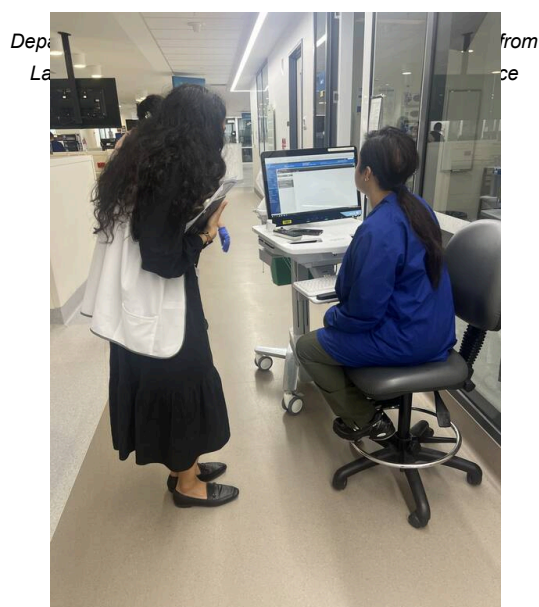
Dr Vineesh Khanna
Director of Connecting Care
Department of Health



Expansions beyond the ED

CareSync Exchange has now expanded organisation-wide at Austin Health and Northern Health, with Eastern Health set to follow in the coming weeks. Until now, these health services had only used the system within their emergency departments.

Dr. Sing Tan, ICU specialist and Director of Clinical Digital Innovation at Northern Health says: *"CareSync Exchange expansion gives clinicians the longitudinal patient information they need at the point of care. This is critical for complex patients who are often managed across multiple services, while at the same time eliminating time-consuming manual processes such as faxing and chasing results across services."*



Shams Lalani, Clinical Adoption Officer, Department of Health providing on the floor support during the Northern Health organisation wide rollout.



Future roadmap

The CareSync Exchange roadmap for 2026/27 focuses on stabilising and improving equity of care by extending the system across Victorian public health services, including those without an EMR.

This includes a planned upgrade, broadening types of access, and increasing the range of clinical information available through the system to deliver greater clinical value and support more consistent use across participating health services. In 2026-27, health services can expect to see allergies, procedures, radiology reports and inpatient mental health information in CareSync Exchange.

Work to prepare medications for display in the system will also begin, including the planning, design, build and testing required to support availability in early 2027/28. More information on timelines will be shared in the coming months.

Updated guidance for health services using CareSync Exchange

Health Service Policy

The CareSync Exchange Health Service Policy (v1.2) has been updated and shared with health services currently using CareSync Exchange. The updated policy provides clearer guidance on break glass monitoring and more clearly defines user roles and access privileges.



For health services currently using CareSync Exchange, please review your local policies and procedures to ensure alignment with the updated policy.

If you have not received a copy, please contact HIEprogram@health.vic.gov.au

Learning resources

The CareSync Exchange quick reference guides and demonstration video have been updated on the [Clinicians Health Channel](#), with clearer guidance based on EMR access method.



Please continue to refer clinical staff to the Clinicians Health Channel for more information on how to use the system.



Annual report update

The first CareSync Exchange annual report will now be released in the latter half of this year to allow for a full financial year of reporting from 2025/26.

The report will provide key details around the development of the system, user feedback, operational usage data, and auditing and monitoring activities. To inform the content of

the report, the department will send a survey to all participating health services in early July. More information on the survey will be provided shortly.

The annual report will be published on the department's website.

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