

About CareSync Exchange

CareSync Exchange is Victoria's secure statewide health information sharing system that gives you access to critical patient health information when you need it most.

Making health information readily and securely available to clinicians is essential for providing the best care and treatment for Victorian patients.

This means better-informed clinical decisions resulting in safer and enhanced care coordination for your patients. It can also save time by reducing reliance on paper-based systems, phone calls and faxes.

Information available in CareSync Exchange

CareSync Exchange provides access to comprehensive, up-to-date patient information from a broad range of Victorian public health service clinical systems, regardless of where your patient received care.

Shared patient information available includes:

- Patient details including emergency contacts
- Diagnoses and discharge summaries
- Encounters, including emergency, inpatients and outpatient visits
- Pathology results and reports

Future plans are in place to expand the system to include radiology reports, medications and allergies.

Protecting the privacy and security of health data

CareSync Exchange is operated by the Victorian Department of Health under a robust [Privacy Management Framework](#). Developed in consultation with consumers and healthcare professionals, this framework ensures stringent safeguards are in place to protect the privacy and security of patient health information.

CareSync Exchange is a view-only system, accessed via your health service's electronic medical record. Clinicians can only access and use information to inform treatment and care decisions.

Participating hospitals

A staged rollout of CareSync Exchange will begin early 2025. The first group of participating health services includes: Alfred Health, Austin Health, Eastern Health, Northern Health, Monash Health, Peter MacCallum Cancer Centre, The Royal Children's Hospital, The Royal Melbourne Hospital and The Royal Women's Hospital.

To receive this document in another format, email the [Health Information Exchange program team](#).

<HIEprogram@health.vic.gov.au>

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