

CareSync Exchange Newsletter - September 2024

Welcome to the first in a new series of regular updates about Victoria's health information sharing system, CareSync Exchange.

In this edition, learn more about our new Chief Digital Health Officer, our CareSync Exchange visual identity, project status update and the Privacy Management Framework

Our branding for CareSync Exchange



Victoria's statewide health information sharing system is now officially known as CareSync Exchange.

This new brand name and its creative design aligns with our brand strategy, reflecting our core values and purpose.

Care: Reflecting the commitment to providing quality healthcare.

Sync: Symbolising the seamless technological data exchange.

Exchange: Indicating the collaborative information sharing among Victoria's healthcare providers.

The logo features a circular composition of three directional graphics coming together as one. The solid circular shape unites these three intertwined components while the depiction of motion represents the movement of data points feeding into one other.

You can look forward to seeing this branding on our website material, fact sheets, posters and other communication materials.

Introducing Chief Digital Health Officer Sharon Hakkennes



Dr Sharon Hakkennes is the new Chief Digital Health Officer for the Victorian Department of Health, leading digital health strategies and initiatives, including CareSync Exchange, Electronic Medical Record Strategy, response to Recommendation 62 in the Royal Commission into the Victorian Mental Health System, and My Health Record.

With 25 years in healthcare, Sharon is dedicated to using technology to enhance patient outcomes and efficiency, and excels in engaging stakeholders and fostering adaptable environments.

We value Sharon's guidance and leadership during the initial rollout of CareSync Exchange to nine health services and its subsequent expansion across Victoria. We are aiming to launch CareSync Exchange by the end of December 2024 and continue the rollout to health services throughout 2025.



Project Status Update

We have achieved the Production Readiness milestone and commenced the Technical Go-Live Phase. Eastern Health and Austin Health are currently going through validation testing in preparation for data migration and enabling real-time data ingestion from their source systems.

Work continues on preparation for Clinical Go-Live, including development of education and training materials, electronic management record (EMR) integration and policy development.

A sincere thank you to our advisory groups, working groups and our in-scope health services who contributed to reaching this crucial point in the project. Your hard work, dedication, and extra effort have truly made this a team success.

Gazetting of the Privacy Management Framework

The department has made significant progress in enhancing the safety, quality, and continuity of care for Victorians with the official release of the Privacy Management Framework for CareSync Exchange.

Building on [2023's legislative reform](#), which enables health information sharing across Victoria's public health system, Minister Thomas has endorsed the health information sharing Privacy Management Framework. This framework is now published in the [Victorian Government Gazette](#).

The Framework will safeguard the privacy of Victorians' health information while allowing clinicians to access critical patient health information at the point of care. It is the result of over 8 months of sector and community codesign, along with rigorous review by advisory groups and the department's Health Information Sharing Management Committee.

CareSync Exchange will also reduce the need for patients to re-tell their medical story to multiple public health service providers and treating clinicians. Statewide health information sharing lessens the potential of patients undergoing duplicate diagnostic tests and increases the efficiency in patient diagnosis and developing a holistic care plan.

The Framework has been added to the [department's website](#) following publishing in the Government Gazette. Our focus is now on supporting health services to implement the Framework as we progress the planned rollout of CareSync Exchange. This includes development of resources such as fact sheets to support clinicians to understand the system and their obligations.

For more information, please contact the Health Information Sharing team via email:
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