

# Clinical Information Systems for Residential Aged Care

## Improving the quality and safety of clinical care in residential aged care

This fact sheet supports residential aged care providers and their workforce to understand why using a clinical information system that meets digital standards improves care for individuals using aged care services. Clinical Information Systems are also sometimes known as or included in care management systems or client management systems.

Clinical information systems are used to manage and document clinical care, medication management and sometimes other aspects of delivering aged care services. The [Aged Care Clinical Information System Standards](#) (ACCIS Standards) are the suggested software recommendations that make sure clinical information systems can support an older person's clinical safety as a single source of truth. It can improve communication, continuity and coordination of care between settings, health professionals and providers. It can also support informed decision-making and facilitate the collection and reporting of data to improve care quality and safety.

When a clinical information system implements the requirements in the ACCIS standards it means that clinical data is:

- Trustworthy
- Easy to share between clinical systems
- Available to help professionals make decisions with older people
- Accurately collected and safely stored.

The ACCIS Standards also provide the foundations for future information sharing and interoperability by encouraging critical elements to be the same across all software products used in residential aged care. They allow for uploading to and downloading from My Health Record, and the Australian Immunisation register.

## Strengthened Aged Care Quality Standards

The 2025 Aged Care Quality Standards (ACQ Standards) have been made to keep older people safe when they use aged care services. They describe what aged care providers need to work on so that they deliver safe and high-quality care.

The ACQ Standards are split up into 7 standards, but they are meant to work together. For example, there are many places (Outcomes [3.3](#), [5.3](#), [5.4](#) and [7.2](#)) that talk about how information should be kept up-to-date and shared with health professionals, especially when an older person needs to go to hospital or see their GP.

Two of the ACQ Standards Outcomes talk about what needs to happen with clinical information: [Outcome 2.7](#) and [Outcome 5.1](#)\*. The Aged Care Quality and Safety Commission has information on the [ACQ Standards](#) for people who work for or run an aged care service.

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\* Outcome 5.1 – Clinical Governance ([action 5.1.5](#)) talks about what needs to be thought about when working towards putting a clinical information system in place, if they don't already have one. For example it says that CIS supports interoperability using established national Healthcare Identifiers, terminology and digital health standards. A CIS that meets the ACCIS Standards is a way to demonstrate they meet Outcome 5.1 in assessment or audit.

## How clinical information systems (CIS) that meet ACCIS Standards can help aged care providers to meet their obligations in the ACQ Standards

Principles for the ACCIS Standards	Outcomes in the ACQ Standards	Meeting the ACQ Standards using a CIS that meets the ACCIS Standards
<p><b>Connectivity</b></p> <p>Data is reliable, consistent, computable and contemporary.</p> <p>Data can be seamlessly shared between systems, care settings and organisations.</p> <p>Data is captured once, retains its original meaning, and can be used securely many times, as appropriate.</p>	<p><a href="#">Outcome 2.7</a></p> <p><a href="#">Outcome 5.1</a></p> <p><a href="#">Outcome 5.3</a></p> <p><a href="#">Outcome 7.2</a></p>	<p>If the provider does not have a CIS, plan to purchase software that meets ACCIS requirements.</p> <p>The CIS links the correct information with the older person in <a href="#">My Health Record</a> or other digital systems.</p> <p>In an emergency, hospital GPs or Clinicians can retrieve <a href="#">relevant clinical information</a> to make decisions based on accurate and up-to-date information at transitions of care.</p> <p>Connection between software systems reduces duplication of entry of information. There are resources <a href="#">available</a> to help ensure clinical information can be shared.</p>
<p><b>Clinical care and care support</b></p> <p>Data is accessible and transparent and drives improved consumer choice and decision-making.</p>	<p><a href="#">Outcome 1.3</a></p> <p><a href="#">Outcome 2.7</a></p> <p><a href="#">Outcome 5.1</a></p> <p><a href="#">Outcome 5.3</a></p> <p><a href="#">Outcome 5.4</a></p> <p><a href="#">Outcome 3.3</a></p> <p><a href="#">Outcome 3.4</a></p> <p><a href="#">Outcome 7.2</a></p>	<p>Use of the <a href="#">electronic National Residential Medication Chart</a> (eNRMC) makes medication administration and management safer for older people.</p> <p>An access policy for the CIS ensures that the appropriate health professionals can document clinical</p>

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<p><b>Data drives efficient and safe clinical decision-making and positively impacts the end user experience.</b></p>		<p>information safety in the providers' systems.</p> <p>Where aged care assessment support plans have been uploaded to My Health Record, this information can help with understanding the person's aged care needs and care planning.</p> <p>This is supported by a CIS that can upload and download from My Health Record.</p> <p>Advance care plans are documented and regularly reviewed with the older person. This is supported by using a system that connects with My Health Record.</p> <p>Up-to-date clinical information (including medicines information) is available to health professionals that provide clinical care to older people.</p>
<p><b>Information security/patient data</b></p> <p><b>Data is captured once, retains its original meaning, and can be used securely many times, as appropriate.</b></p>	<p><a href="#">Outcome 2.2a</a></p> <p><a href="#">Outcome 2.2b</a></p> <p><a href="#">Outcome 2.3</a></p> <p><a href="#">Outcome 2.7</a></p> <p><a href="#">Outcome 2.10</a></p> <p><a href="#">Outcome 3.3</a></p> <p><a href="#">Outcome 3.4</a></p> <p><a href="#">Outcome 3.3</a></p>	<p>Health professionals can use <u>Health identifiers</u> and the correct terminology so clinical information can be collected once, accurately interpreted and support clinical decision-making.</p> <p>Providers need to ensure staff and health professionals can access only</p>

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	<a href="#">Outcome 5.1</a>	<p>the information that is relevant to their role with the consent of the older person.</p> <p>Ensure clinical information is secure and can be kept up to date if the CIS is offline.</p>
<p><b>Residents and family</b></p> <p><b>Data drives efficient and safe clinical decision-making and positively impacts the end user experience.</b></p>	<p><a href="#">Outcome 1.3</a></p> <p><a href="#">Outcome 3.1</a></p> <p><a href="#">Outcome 3.2</a></p> <p><a href="#">Outcome 3.3</a></p> <p><a href="#">Outcome 5.4</a></p>	<p>Use of a CIS can support person-centered care delivery.</p> <p>Person-centered clinical care supports older people to access and review their clinical information and advance care planning documents in a way they prefer. This allows them to make decisions about their care, provide consent and review their care plans.</p> <p>Use of a CIS that can upload and download from My Health Record means that older people may only have to tell their story once and that their information is available in an emergency.</p> <p>Providing health professionals with access to up-to-date clinical information means that care can be planned and delivered to meet the needs and preferences of older people.</p>

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## Resources for residential aged care providers:

- [Aged Care Clinical Information System \(ACCIS\) Standards](#)
- [Assessment tools for the Single Assessment System | Australian Government Department of Health and Aged Care](#)
- Digital Health for [Residential aged care](#)
- [Digital Health Procurement Guidelines](#)
- [Electronic health records | Australian Government Department of Health and Aged Care](#)
- [Electronic National Residential Medication Chart Medication Management Systems - Your guide to safe implementation in residential care facilities | Australian Commission on Safety and Quality in Health Care](#)
- [Factsheet-Aged-Care-Transfer-Summary.pdf](#)
- [Interoperability](#)
- [My Health Record](#) for older Australians
- [Principles for safe and high-quality transitions of care | Australian Commission on Safety and Quality in Health Care](#)
- [Security and Access policies – Rule 42 guidance | OAIC](#)
- Digital Health [Standards](#)