



**Príomhoifigeach Faisnéise**

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21<sup>st</sup> June 2022

Mr Cathal Crowe TD  
Dáil Eireann  
Leinster House  
Dublin 2

Re: PQ ref 30950/22

***“To ask the Minister for Health the reason that many HSE teams, specifically in the primary healthcare settings are required to complete their administrative work in paper format as opposed to digitally given the extra burden this puts on staff; and if he will make a statement on the matter.”***

Dear Deputy Crowe,

Within Community Care, there are a range of IT solutions that are available, covering many aspects of the delivery of primary care. These systems support staff to complete their work digitally. For example, the Community Systems which are available include:

- National Audiology System: Used across audiology services nationally. It incorporates appointment management, diagnostics and patient clinical records.
- National Dental System: A single national system used in HSE dental clinics. It facilitates both the management of clinic appointments and clinical noting for dental procedures.
- National Counselling Service (NCS) Patient Management System: a national system used across counselling services provided by NCS. It facilitates referral, assessment, outcome measurements, client notes and caseload management.
- Drugs/AIDS Information System: This patient management system is used by administrative and clinical staff in addiction services. It incorporates patient notes, clinical information, laboratory reports and prescription management.
- Palliative Care Patient Management Systems: A number of patient management systems are used by Palliative care services across the country, providing patient administration and clinical functionality.



However, the HSE recognises the requirement for a wider Community Care information system and are developing a Business Care for an Integrated Community Case Management System (ICCMS) following a detailed market sounding with a range of vendors.

The vision for ICCMS is to provision a fit for purpose case management solution that provides the clinical and operational functionality required to support integrated care across Community Services. It will provide Community staff with real-time access to comprehensive, up-to-date and relevant patient health information, supporting informed clinical and operational decision making across the patient journey. ICCMS will support key stages of this journey, including:

- Referrals
- Triage
- Appointment Scheduling
- Waitlist Management
- Care Provision, Navigation and Reviews
- Discharge or Onward Referrals

The HSE is progressing the pre-planning and approvals required for the deployment of the system.

If you feel that the question has not been fully answered or you require any further clarity, please contact me.

Yours sincerely,

A handwritten signature in blue ink that reads 'Fran Thompson'.

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**Fran Thompson,**  
**Chief Information Officer, eHealth, HSE.**