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Deputy Pearse Doherty
Dáil Éireann
Leinster House
Kildare Street
Dublin 2.

11th July 2025

PQ ref 36906/25

“To ask the Minister for Health if there are plans to change the existing electronic care note system in Donegal community hospitals; the type, and timeframe to implement a new system; and if she will make a statement on the matter.”

Dear Deputy Doherty,

The Health Service Executive has been requested to reply directly to you in the context of the above Parliamentary Question, which you submitted to the Minister for Health for response.

Having examined the matter, I can confirm that ‘Carenotes’, the electronic patient record (EPR) system used in Donegal Older Persons Services (OPS), was introduced in 2018 to replace the previous EPR system which had expired. However, Donegal OPS have now been informed that the vendor is withdrawing the Carenotes product from the market from 1st January 2026.

There is no EPR system currently available as a replacement, and so HSE National IT are in the early stages of developing a replacement system. We are unable to give a timeline for the completion or implementation of this new system at present.

As an interim measure, Donegal OPS are reverting to a paper-based patient record system which is still being operated in other OPS facilities within the HSE. A consultation process has been taking place with staff in terms of adjusting to the temporary paper-based system. The paper-based record implementation will commence in OPS units on a phased basis from July to December 2025 and all units will continue to use the paper-based records until a new IT system is available.

I trust this information is of assistance to you but should you have any further queries please do not hesitate to contact me.

Yours sincerely

Martin Collum
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