



**CÚRAM SLÁINTE POBAIL  
COMMUNITY HEALTHCARE**

CABHÁN DÚN NA NGALL LIATROIM MUINEACHÁN SLIGEACH  
CAVAN DONEGAL LEITRIM MONAGHAN SLIGO

Oifig an Bainisteoir Ginearálta,  
Seirbhísí do Dhaoine Scothaosta,  
Cúram Sláinte Pobail Chabháin,  
Dhún na nGall, Liatroim,  
Mhuineacháin & Shligigh,  
Bhréifne Cúram Centre  
Béal Átha Conaill  
Co. An Cabhán.  
Fón +353 (0)49 952 5502

Office of the General Manager  
Services for Older Persons  
Community Healthcare, Donegal, Leitrim,  
Monaghan, Cavan & Sligo,  
Breffni Care Centre  
Ballyconnell. Co. Cavan  
Tel No: 049 9525502

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

11<sup>th</sup> 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 1<sup>st</sup> 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  
General Manager  
Services for Older Persons  
Community Healthcare, Donegal, Leitrim, Monaghan, Cavan & Sligo  
Breffni Care Centre  
Ballyconnell  
Co. Cavan.