



Communicare V23.3. Release Briefing Pack

April 2026

Agenda

- 1 23.3. Release Inclusions
- 2 Impacts to customers





23.3 Release Inclusions

Summary - Feature Enhancements



Feature	Solution Summary	Customer Benefit
MyMedicare – Registration Status Enquiry	<p>Simplifies access to MyMedicare bulk billing incentives by allowing you to confirm a patient’s MyMedicare registration status directly within Communicare.</p> <p>Supports customers to:</p> <ul style="list-style-type: none"> • Promptly confirm patient eligibility for MyMedicare • See whether a patient is registered with your practice • View their preferred provider and participating schemes 	<p>This is designed to support faster verification, reduce manual checks, and support improved confidence when billing MyMedicare eligible services.</p>
Assignment of Medicare Benefit (AOB)	<p>Improves visibility and auditing of Medicare Assignment of Benefit (AoB) details by displaying AOB information directly within the Service Recording workflow.</p> <p>Updates include:</p> <ul style="list-style-type: none"> • Clear access to AoB details via the Assignment of Benefit tab • Conformance requirement enhancements to DB4 (AOB) templates with supporting UI and database updates 	<p>Intended to support Medicare compliance and simpler auditing, in line with Services Australia requirements.</p>
Government Reporting Tool (GRT) – Data Updater Improvement	<p>Enhancements improves clarity and control over government reporting updates:</p> <p>Updates include:</p> <ul style="list-style-type: none"> • The “<i>Also update template and reports data</i>” option has been removed from the GRT Data Updater tile • This option remains available via the Templates and Reports and Central Data tiles, where it is more clearly aligned 	<p>Provides clearer separation of update actions and designed to improve confidence when managing government reporting data.</p>
Medication Order Screen Enhancements	<p>Improves medication and prescribing clarity by aligning order, dosage, and prescription instructions across workflows.</p> <p>Key improvements:</p> <ul style="list-style-type: none"> • Order instructions are now mandatory, reducing ambiguity • MIMS dosage instructions flow through correctly where available • Medication Summary displays clinically relevant dosage information • Dosage instructions from a prescription are now copied to Order Instructions to facilitate easier creation of medication orders from prescriptions 	<p>Designed to reduce prescribing inconsistencies, support clearer medication instructions, and to help reduce the risk of errors.</p>

Summary - Feature Enhancements



Feature	Solution Summary	Customer Benefit
MIMS – Deleted Medication Indicator	Supports prescribing safety by clearly flagging medications that are no longer available in MIMS. <ul style="list-style-type: none"> • Deleted medications are now clearly highlighted • Prevents re-prescribing discontinued medications 	Designed to assist safer prescribing decisions and improve clarity around deleted medications from MIMS.
Immunisation & AIR Updates	Enhances ongoing alignment with Services Australia AIR requirements while improving transparency of AIR rule updates. <p>Updates include:</p> <ul style="list-style-type: none"> • Dynamic weekly check for AIR rules updates • Validation of immunisation details based on performed date • Updated AIR vaccine dataset (March 2026) 	Designed to support accurate submissions and alignments with evolving AIR rules.
Improvement to HealthLink Secure Messaging	With the change from Argus to HealthLink as an SMD vendor, Communicare continues to support text in phone numbers . <p>Updates include:</p> <ul style="list-style-type: none"> • Communicare now supports text included within phone number fields for secure messages sent using HealthLink. 	Designed to reduce message delivery issues and support successful message sending.
For Queensland Health Only – Patient Biographics Enhancements	Supports Queensland Health requirements and inclusive patient data capture by expanding patient biographics and system integration capabilities. <p>Updates include:</p> <ul style="list-style-type: none"> • Enhancements to the Patient Biographics tab to support additional fields for: <ul style="list-style-type: none"> ○ Alternative Gender ○ Alternative Pronouns ○ Variation of Sex Characteristics • Supporting updates to the Integration Suite to ensure these fields are handled correctly across connected systems. 	Enables QLD Health services to meet evolving data standards while supporting more accurate, respectful, and inclusive patient records across systems.

Summary - Bug Fixes



Bug Fix	Solution Summary	Customer Benefit
Immunisations & AIR Portal	<p>Aims to improve reliability when accessing immunisation records by resolving issues with the Australian Immunisation Register (AIR) portal integration.</p> <ul style="list-style-type: none">Resolved an issue that prevented downloading the AIR Immunisation History StatementResolved an error that blocked access to the AIR portal (“Error retrieving information from Services Australia”)	Designed to support consistent access to AIR information, and help reduce interruptions when reviewing patient immunisation histories and to support smoother clinical workflows.
Offline Recalls	<p>Helps improve accuracy of recall tracking for services using the offline client.</p> <ul style="list-style-type: none">Resolved an issue where completed recalls were incorrectly remaining in the patient’s “To Do” list within the Main Summary	Helps minimise unnecessary follow up and reduces administrative noise by supporting accurate reflection of recall statuses.

Deep Dive - Feature Enhancements

MyMedicare – Registration Status Enquiry

The Solution

The Solution:

Simplifies access to MyMedicare bulk billing incentives by allowing you to confirm a patient's MyMedicare registration status directly within Communicare.

Supports you to:

- Promptly confirm patient eligibility for MyMedicare
- See whether a patient is registered with your practice
- View their preferred provider and participating schemes

Customer Benefit

This is designed to support faster verification, reduce manual checks, and support improved confidence when billing MyMedicare eligible services.

What is MyMedicare? MyMedicare is a new voluntary patient registration model. It aims to formalise the relationship between patients, their general practice, general practitioner and primary care teams. Find out who is eligible and how you can register.



The graphic features the Australian Government logo at the top left. Below it is the 'my medicare' logo. The main text reads: 'Your GP is registered for MyMedicare Now you can register too'. To the right, a green box contains the text: 'Register with us now via Medicare online or in-person at reception'. Below this, it says 'Open to Australian Medicare card and DVA card holders' and 'For more information visit: health.gov.au/mymedicare'. At the bottom, there is a photo of a doctor, a woman, and a child. Below the photo, there is a QR code and text: 'Through MyMedicare, the Australian Government is making extra funding available to general practices to help them deliver more of the care you need. By registering in MyMedicare, you'll gain access to new benefits, including longer funded telehealth consultations and bulk billed longer telehealth consultations for children under 16 and Commonwealth Card Concession card holders at the new higher rate. It's free and voluntary to register, and registration is open to Australians with a Medicare card or Department of Veterans' Affairs (DVA) Veteran Card. Scan the QR code for registration information.'

*For MyMedicare a new MyMedicare PRODA Device is required for each customer site. Instructions on how to set up the PRODA device can be found [HERE](#).

Deep Dive - Feature Enhancements

MyMedicare – Registration Status Enquiry

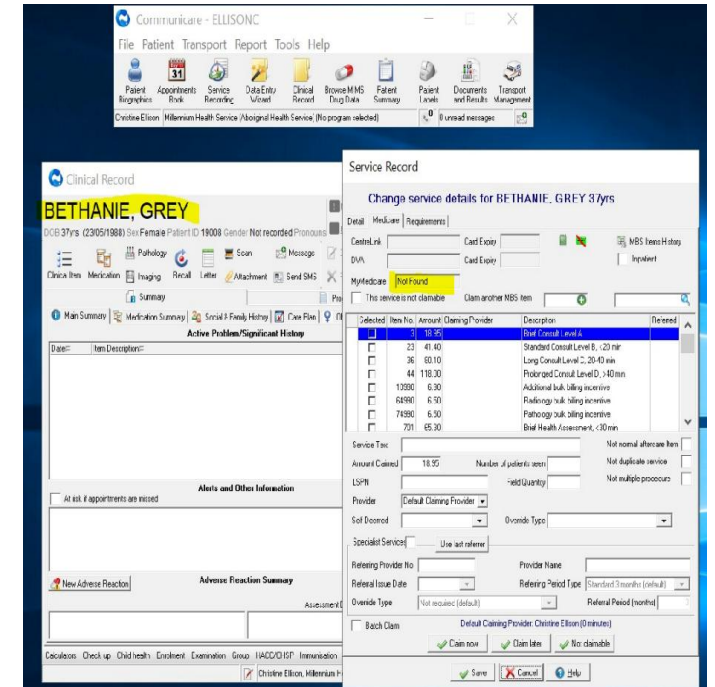
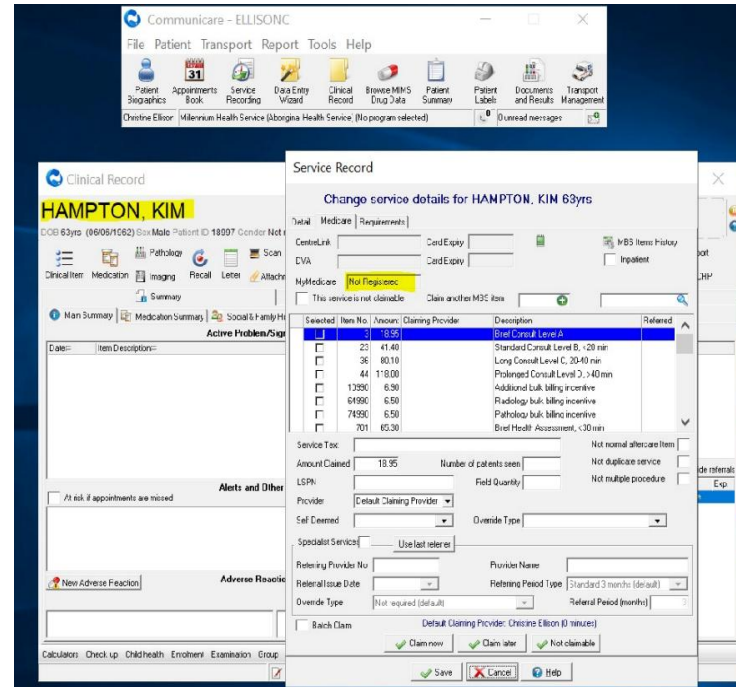
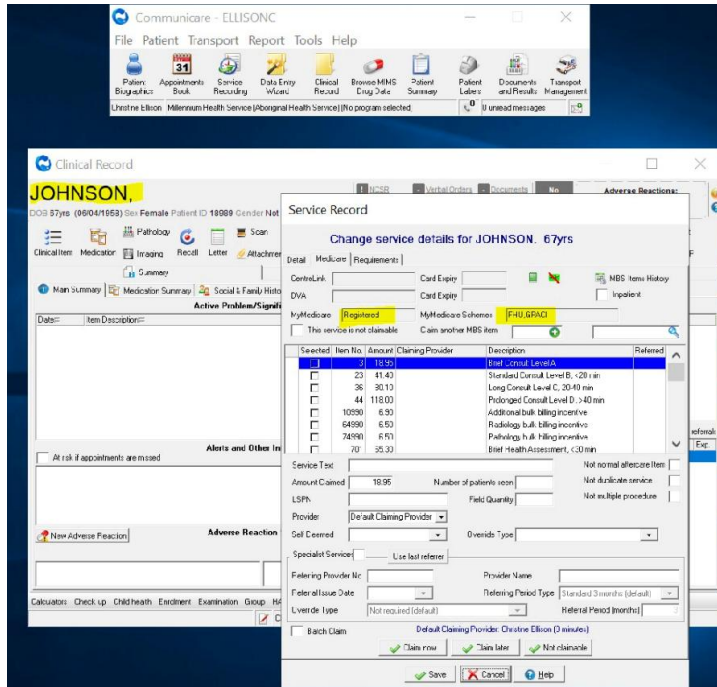


Display MyMedicare status and participating schemes in Service Record

Registered Patient with multiple schemes

Unregistered but Eligible Patient

API Error (eg: Deceased Patient)



Screens shown are illustrative examples of configured workflows and may vary by implementation.

Deep Dive - Feature Enhancements

MyMedicare – Registration Status Enquiry

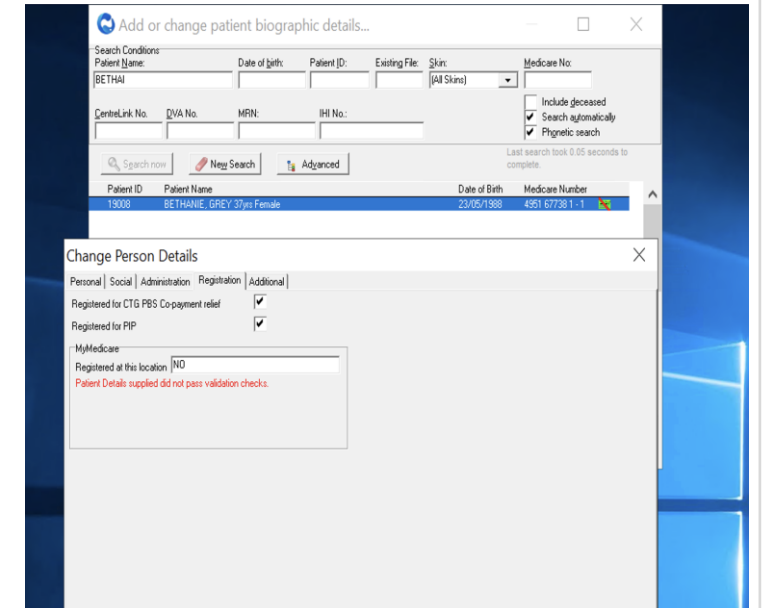
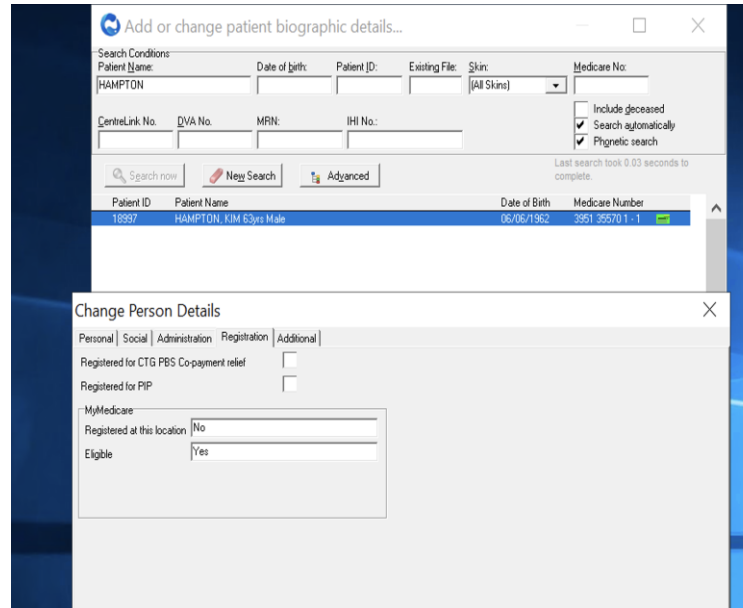
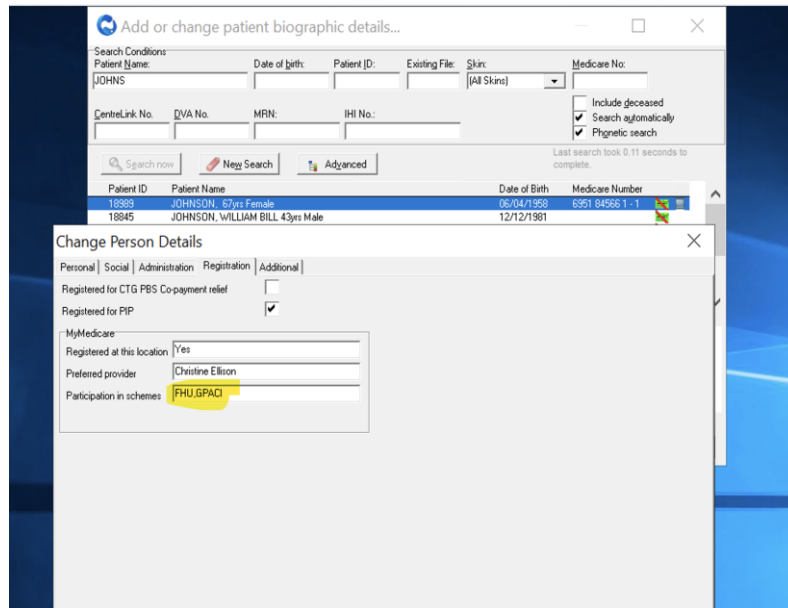


Display MyMedicare details from NextGen service in Patient Biographics

Registered Patient with multiple schemes

Unregistered but Eligible Patient

API Error (eg: Deceased Patient)



Screens shown are illustrative examples of configured workflows and may vary by implementation.

Deep Dive - Feature Enhancements

MyMedicare – Registration Status Enquiry



Display MyMedicare status on Clinical record banner in Alert section

Registered Patient with single scheme

Unregistered but Eligible Patient

API Error (eg: Deceased Patient)

Communicare - ADMINISTRATOR
File Patient Transport Report Tools Help

Christine Ellison (Millennium Health Service (Aboriginal Health Service) (No program selected)) 0 unread messages

Clinical Record
JOHNSON,
DOB 67yrs (06/04/1958) Sex Female Patient ID 18989 Gender Not recorded Pronouns

MyMedicare: Verbal Orders Documents No Medical Alerts Adverse Reactions: None Recorded

31
Patient Biographics Appointments Book Service Recording Data Entry Wizard Clinical Record Browse MIMS Drug Data Patient Summary Patient Labels Documents and Results Transport Management

Christine Ellison (Millennium Health Service (Aboriginal Health Service) (No program selected)) 0 unread messages

02/04/1972 (Recal: Check up/Women's Health)
27/03/1998 (Recal: mammography)
24/05/2006 (Recal: 50 years of age immunisations ie...

At risk if appointments are missed

Alerts and Other Information

Adverse Reaction Summary

Assessment Date

Calculators: Check-up, Child health, Enrolment, Examination, Group, HACC/CHSP, Immunisation, ITC, Referral, STI

Communicare - ADMINISTRATOR
File Patient Transport Report Tools Help

Christine Ellison (Millennium Health Service (Aboriginal Health Service) (No program selected)) 0 unread messages

Clinical Record
MCCORMACK, MAVIS
DOB 51yrs (28/06/1974) Sex Female Patient ID 18993 Gender Not recorded Pronouns

MyMedicare: Verbal Orders Documents No Medical Alerts Adverse Reactions: None Recorded

31
Patient Biographics Appointments Book Service Recording Data Entry Wizard Clinical Record Browse MIMS Drug Data Patient Summary Patient Labels Documents and Results Transport Management

Christine Ellison (Millennium Health Service (Aboriginal Health Service) (No program selected)) 0 unread messages

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At risk if appointments are missed

Alerts and Other Information

Adverse Reaction Summary

Assessment Date

Calculators: Check-up, Child health, Enrolment, Examination, Group, HACC/CHSP, Immunisation, ITC, Referral, STI

Patient does not have a registration at this location for today. Patient 1 (Christine Ellison, Millennium Health Service (Aboriginal Health Service)) 28/07/2025 01:40:02

Communicare - ELLISONC
File Patient Transport Report Tools Help

Christine Ellison (Millennium Health Service (Aboriginal Health Service) (No program selected)) 0 unread messages

Clinical Record
BETHANIE, GREY
DOB 37yrs (23/05/1988) Sex Female Patient ID 19008 Gender Not recorded Pronouns

MyMedicare: Verbal Orders Documents No Medical Alerts Adverse Reactions: None Recorded

31
Patient Biographics Appointments Book Service Recording Data Entry Wizard Clinical Record Browse MIMS Drug Data Patient Summary Patient Labels Documents and Results Transport Management

Christine Ellison (Millennium Health Service (Aboriginal Health Service) (No program selected)) 0 unread messages

02/04/1972 (Recal: Check up/Women's Health)
27/03/1998 (Recal: mammography)
24/05/2006 (Recal: 50 years of age immunisations ie...

At risk if appointments are missed

Alerts and Other Information

Adverse Reaction Summary

Assessment Date

Calculators: Check-up, Child health, Enrolment, Examination, Group, HACC/CHSP, Immunisation, ITC, Referral, STI

Patient Details supplied did not pass validation checks. (Christine Ellison, Millennium Health Service (Aboriginal Health Service)) 28/07/2025 12:46:15

Screens shown are illustrative examples of configured workflows and may vary by implementation.

Deep Dive - Feature Enhancements

Assignment of Medicare Benefit (AoB) - Episodic (COM-3543) - Post Assignment



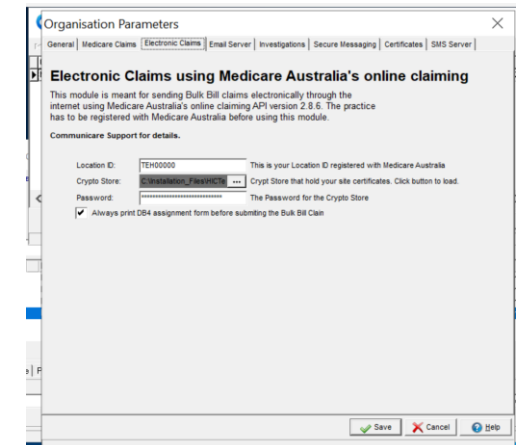
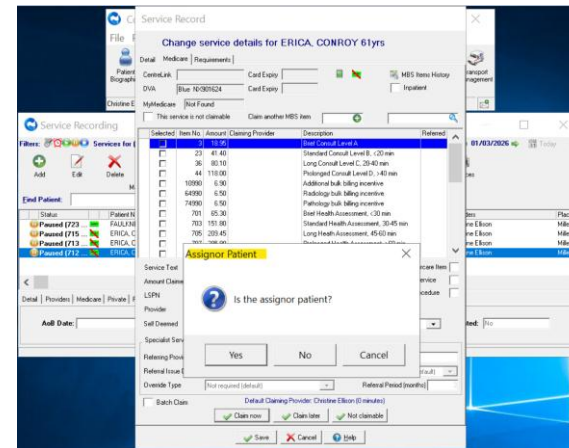
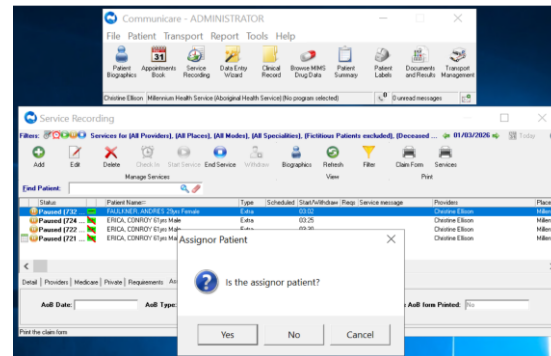
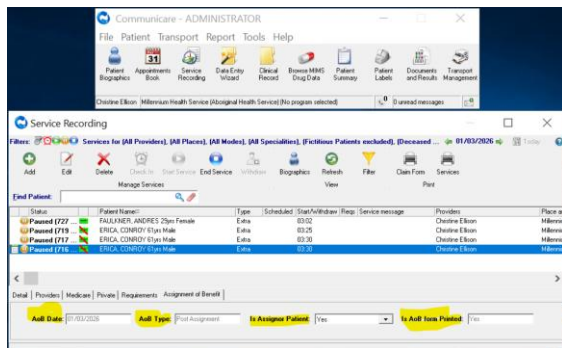
UI Changes in Service Recording Screen to capture new fields for AoB (COM-3931)

Service Recording > "Assignment of Benefit" tab: At bottom of the screen, note various fields: "AoB Date"; "AoB Type"; "Is Assignor Patient"; "Is AoB form Printed"

Service Recording Prompt: Queries if the assignor is a patient

Service Record Prompt: Queries if the assignor is a patient

Tick box: "Always print DB4 assignment form before submitting the Bulk Bill Claim"



Deep Dive - Feature Enhancements

Medication Order Screen Enhancements



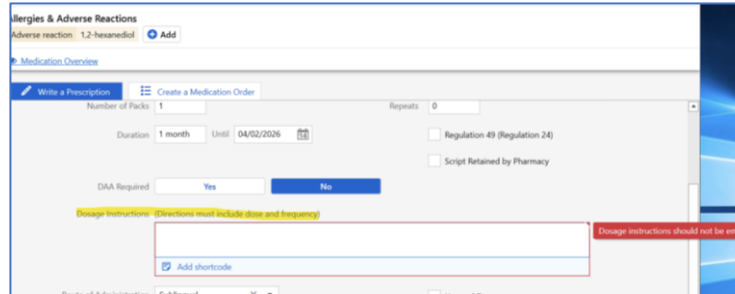
The Solution

- **Change 1:** Order Instructions field on Medication Order screen is mandatory (error message displayed if empty).
- **Change 2:** Order Instructions on the Medication Order screen is populated with the dosage instructions (defaulted from MIMS)
- **Change 3:** "Order instructions" field on Medication Summary should be renamed to "Label Instructions" and instructions are included automatically.

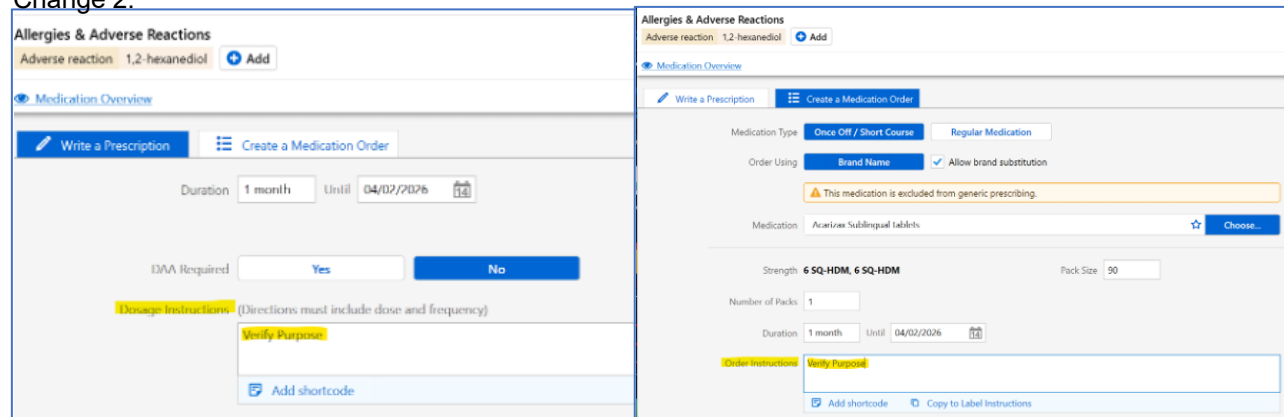
Customer Benefit

- Minor improvements to the medication workflow

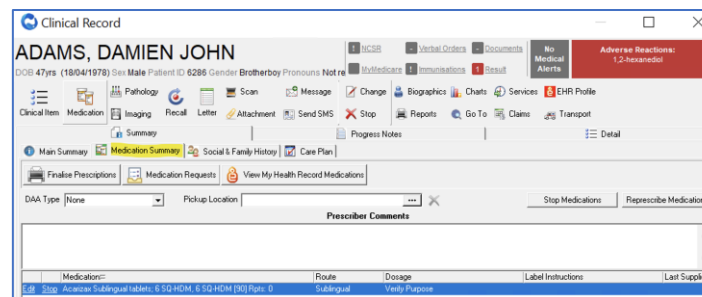
Change 1:



Change 2:



Change 3:



Deep Dive - Feature Enhancements

Making Dosage Instructions mandatory when Prescribing a medication



The Solution

- Made the dosage instructions mandatory when prescribing a medication:
 - Dosage instructions field is mandatory if the medication is not DAA.
 - Dosage instructions are outlined in red if the user tries to save the prescription without providing information.

Customer Benefit

- Clinical workflow improvement

Before Change →

After Change →

Deep Dive - Feature Enhancements

MIMS – Deleted Medication Indicator

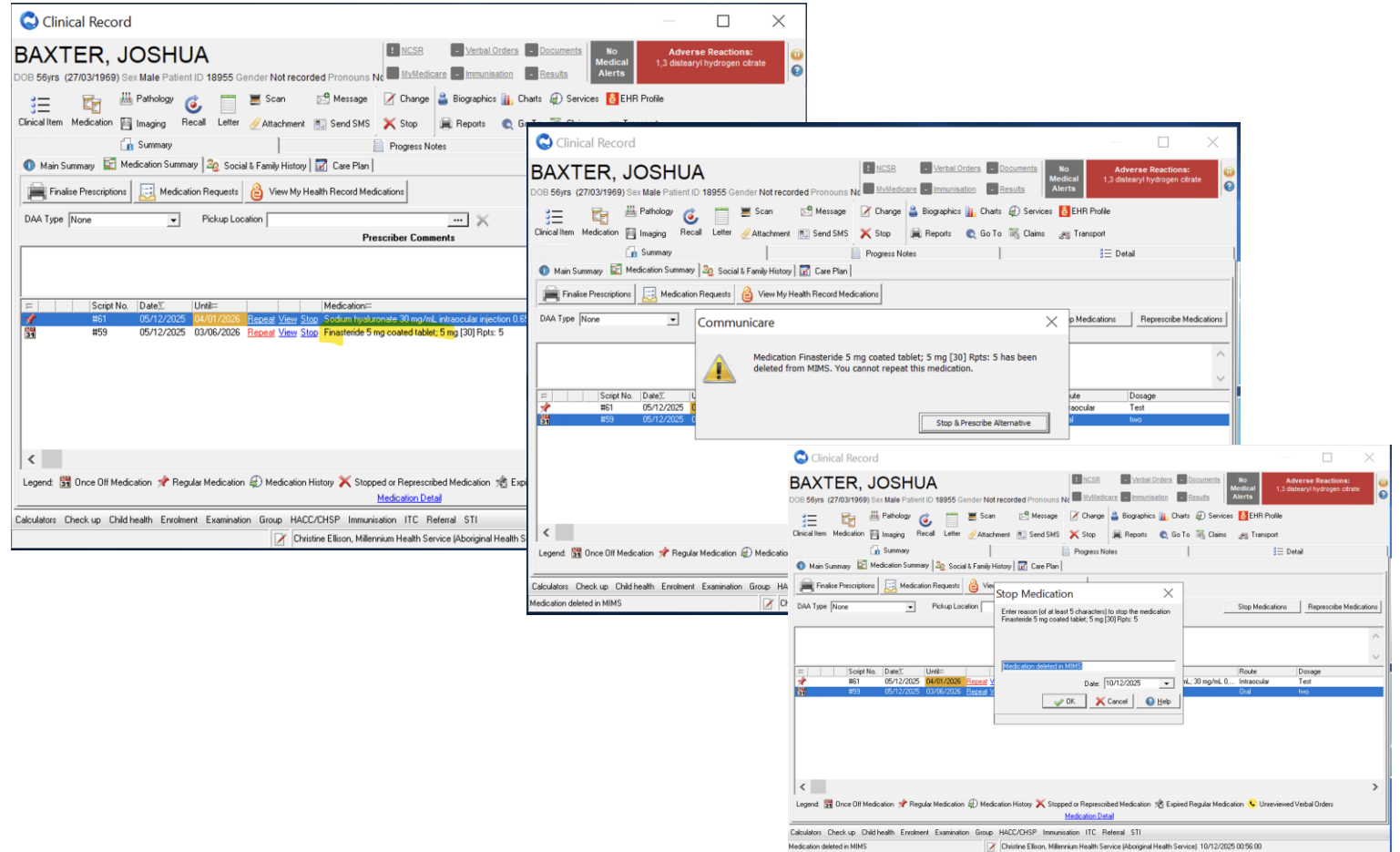


The Solution

- Communicare uses a medication database called MIMS
- MIMS is updated on a periodic basis and provided to customers via the Customer Portal for download and import.
- When there is any change to an existing MIM medication, entry is deleted from MIMS and the change is effective in Communicare, this impacts the 'Repeat' (prescribing) workflow.
- **If a MIMS item is deleted, the repeat icon is now displayed in RED colour and the medication cannot be repeated.**
- **Instead users are redirected to a new window to create a new medication.**

Customer Benefit

- Designed to assist the prescription workflow.
 - This solution informs the clinician about this issue earlier in the workflow to save time.
 - The solution also redirects the clinician to prescribe a 'new medication' without needing to 'go back' and start again.



Deep Dive - Feature Enhancements

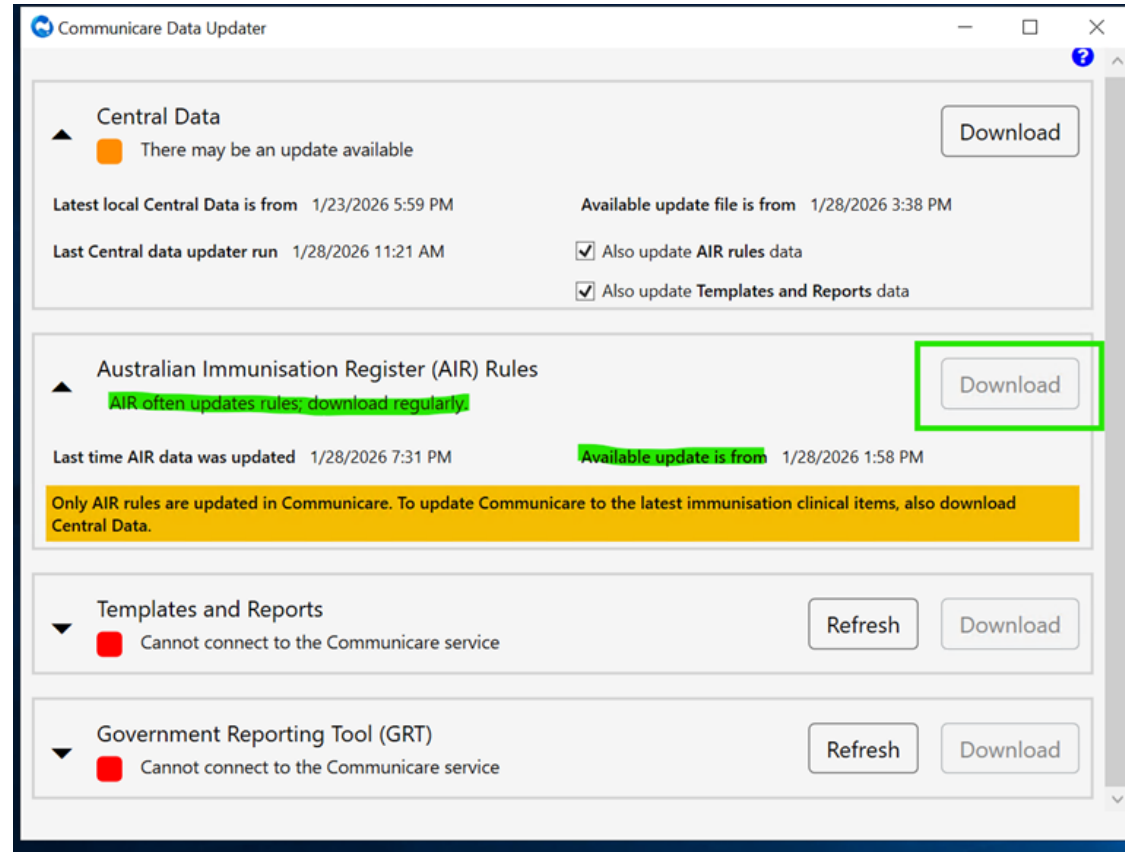
Immunisation & AIR Updates

The Solution

- Communicare NextGen will call the AIR Reference API every 7 days to fetch the latest AIR updates.
- Migration scripts which update the AIR rules will be generated using the JSON responses and placed in the blob store for the data updater to be able to pick up and update the Communicare DB.
- ***NOTE:*** Given the updates to the AIR reference data will be through the AIR APIs from Services Australia, there is ***no way*** for Communicare to know when the data changes in the API, hence the message on the UI has been changed to reflect that now.

Customer Benefit

- Designed to support accurate submissions and alignment with evolving AIR rules.



Deep Dive - Feature Enhancements

Improvement and Bug Fix in HealthLink Secure Messaging

The Solution

Improvement:

- Phone and work numbers with alphabetical characters in the field caused the HL7 file to be rejected by HealthLink.
- This has now been fixed in 23.3, and both these fields will now support alphabetical characters.

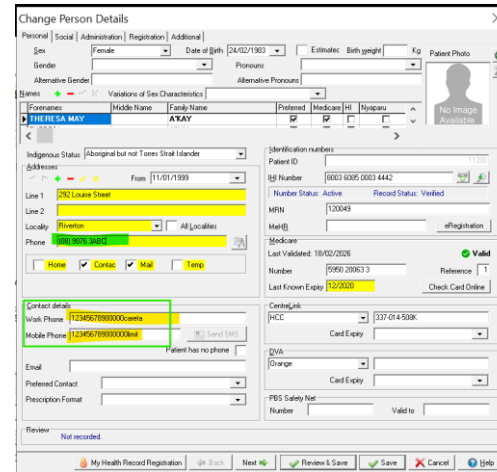
Bug Fix: Referral letters with checkboxes

- Sections containing checkboxes were disappearing completely in the received/imported version.
- This is now fixed in 23.3

Customer Benefit

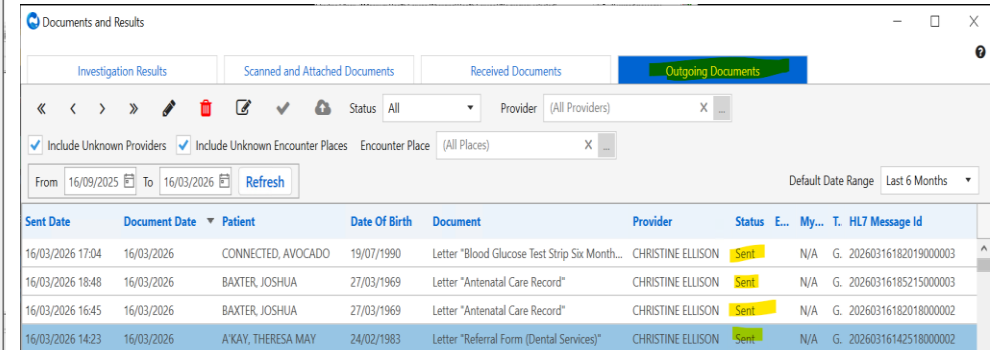
- Designed to reduce message delivery issues and support successful message sending.

Improvement : Text characters in Phone and Work Phone fields



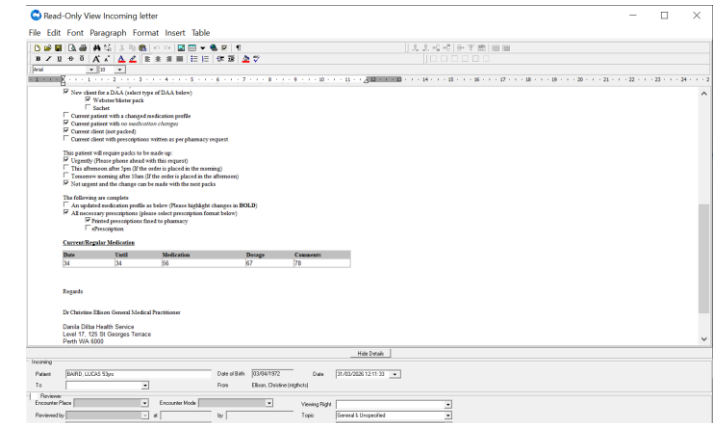
The screenshot shows a 'Change Person Details' form with various fields. The 'Phone' and 'Work Phone' fields are highlighted with green boxes, indicating the focus of the improvement. The form includes sections for Personal, Social, Administration, Registration, and Address.

Bug Fix: Referral letters with checkboxes

The screenshot shows a 'Documents and Results' window with a table of outgoing documents. The table has columns for Sent Date, Document Date, Patient, Date of Birth, Document, Provider, Status, and HL7 Message Id.

Sent Date	Document Date	Patient	Date of Birth	Document	Provider	Status	HL7 Message Id
16/03/2026 17:04	16/03/2026	CONNECTED, AVOCADO	19/07/1990	Letter "Blood Glucose Test Strip Six Month...	CHRISTINE ELLISON	Sent	N/A G. 20260316182019000003
16/03/2026 18:48	16/03/2026	BAXTER, JOSHUA	27/03/1969	Letter "Antenatal Care Record"	CHRISTINE ELLISON	Sent	N/A G. 20260316182015000003
16/03/2026 16:45	16/03/2026	BAXTER, JOSHUA	27/03/1969	Letter "Antenatal Care Record"	CHRISTINE ELLISON	Sent	N/A G. 20260316182018000002
16/03/2026 14:23	16/03/2026	A'KAY, THERESA MAY	24/02/1983	Letter "Referral Form (Dental Services)"	CHRISTINE ELLISON	Sent	N/A G. 20260316142518000002



The screenshot shows a 'Read-Only View Incoming letter' window with a list of checkboxes for referral letter options. The checkboxes are: 'New brand for a DUA (select type of DUA below)', 'Change patient with a changed medication profile', 'Change patient with a medication change', 'Change client with prescriptions written as per pharmacy request', 'This patient will require packs to be made up', 'Specify phone packs about with the request', 'The afternoon after Stop (if the order is placed in the morning)', 'Prescription morning after (if the order is placed in the afternoon)', 'Not require and the change can be made with the next pack', 'All applied medication packs to follow (Please highlight changes to BOMs)', 'All necessary prescriptions (please select prescription format below)', and 'Prescription prescriptions fixed to pharmacy'.

Deep Dive - Feature Enhancements

For Queensland Health Only – Patient Biographics Enhancements



The Solution

- Addition of 3 new System Settings:
 - IsAlternativeGenderPronounEnabled default to “F”
 - AlternativeGender default = “X”
 - AlternativePronoun default = “Uses other Pronouns”
- Introduction of additional fields on the Patient Biographics screen for Queensland Health (QH) only
 - Alternative Gender
 - Alternative Pronouns
 - Variation of Sex Characteristics
- Additional changes to the integration suite to enable Communicare to pass on these additional fields to upstream / downstream applications within QH

Customer Benefit

- Compliance with Queensland's state legislation around alternative gender and pronouns for patient records.

Minor Enhancements

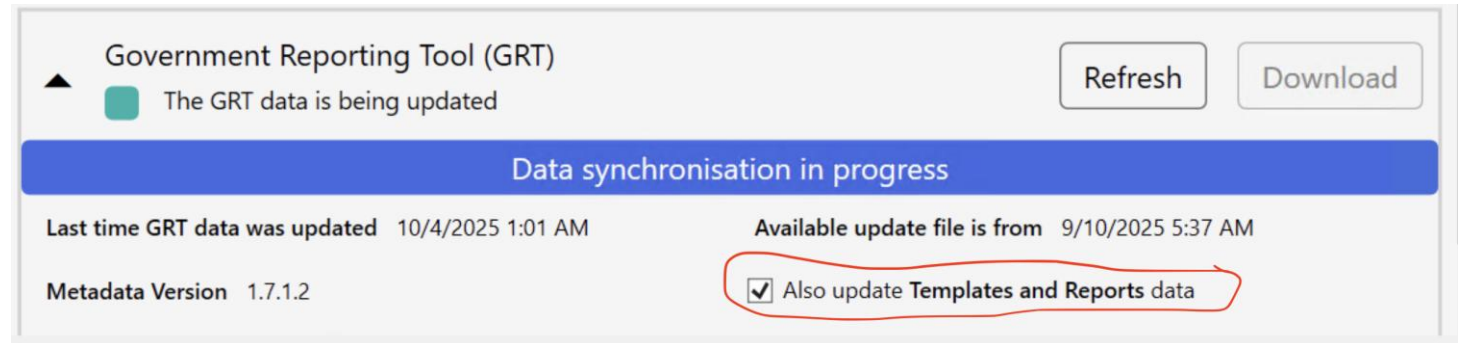
Government Reporting Tool (GRT) – Data Updater Improvement

The Solution

The GRT Update process is separate to the template and reports process and should not be run simultaneously. To make this clear in the Communicare Data Updater, the “Also Update template and reports data” option in the Government Reporting Tool (GRT) section has been removed.

Customer Benefit

Provides clearer separation of update actions and designed to improve confidence when managing government reporting data.



Government Reporting Tool (GRT)

▲ The GRT data is being updated

Refresh Download

Data synchronisation in progress

Last time GRT data was updated 10/4/2025 1:01 AM Available update file is from 9/10/2025 5:37 AM

Metadata Version 1.7.1.2

Also update Templates and Reports data

Bug Fix – Deep Dive

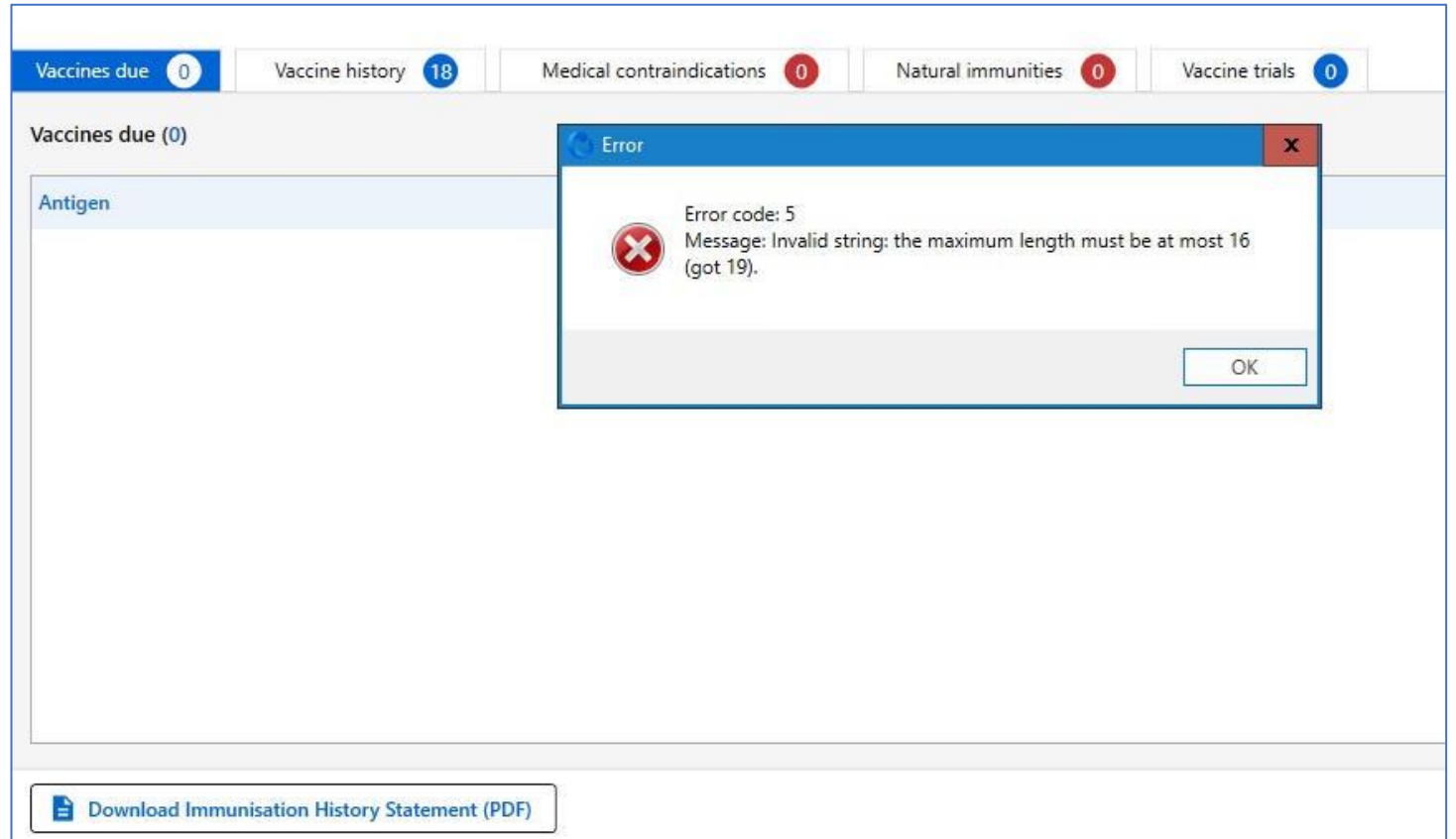
Immunisations & AIR Portal

Issue Summary & Fix

- Communicare customers had reported issues with downloading immunisation statements from their patients' records (as seen in the screenshot)
- This issue was caused by the Individual Healthcare Identifier value being sent with a length of 19 characters which includes extra 3 spaces.
- This has now been fixed in 23.3, and the immunisation statements can be downloaded without an error.

Customer Benefit

Designed to support consistent access to AIR information, and help reduce interruptions when reviewing patient immunisation histories and to support smoother clinical workflows.



Before Bug Fix

Bug Fix – Deep Dive

Offline Recalls



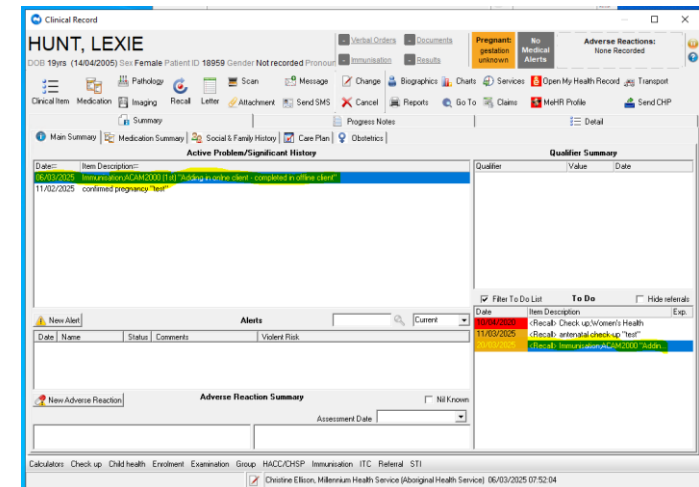
Issue Summary & Fix

- This has been a bug since Communicare V15.1
- The creation of offline recalls resulted in a duplicate recall items:
 - one in 'To Do' List and
 - one completed recall
- This has now been fixed in 23.3

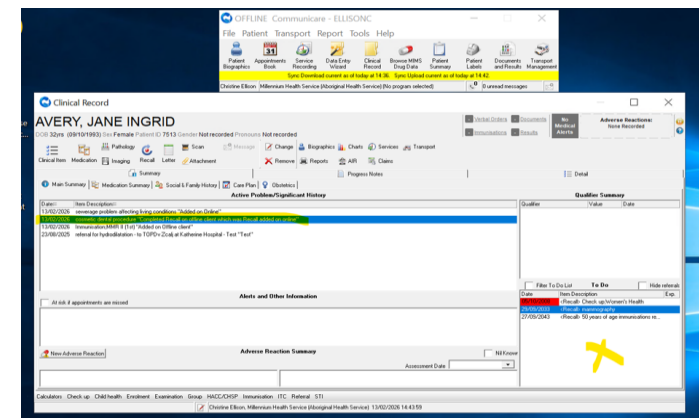
Customer Benefit

- Help you reduce manual effort and monitoring to check for duplication
- Can reduce clinical risk due to duplication of clinical items.

Before Bug Fix



After Bug Fix





Potential Impacts to Customers

Any impacts during the v23.3 upgrade are short-term and related to system availability while the update is applied.

Potential Impacts to Customers - General



Theme	Impact Customers Might Experience
Planned Downtime	<ul style="list-style-type: none"> • Communicare will be unavailable during the upgrade window, including logins, clinical access, reporting, and integrations. Duration may vary based on: <ul style="list-style-type: none"> • Local infrastructure • Database size • Previous version • Services should plan upgrade timing outside of patient consulting hours where possible.
System Performance Variability Immediately Post-Upgrade	<ul style="list-style-type: none"> • Some sites may experience: <ul style="list-style-type: none"> • Slower-than-usual performance on first login • Longer initial load times • This can occur due to: <ul style="list-style-type: none"> • Background database updates • Index optimisation • Cache rebuilding
User Re-login Required	<ul style="list-style-type: none"> • All users will need to log back into Communicare after the upgrade. • Any open sessions prior to the upgrade will be terminated.
Temporary Integration Catch-Up	<ul style="list-style-type: none"> • External integrations (for example: MyMedicare; AIR; Secure messaging Medicare services) may take a short period to: <ul style="list-style-type: none"> • Reconnect • Resume normal processing • Queued transactions typically process automatically once connections are restored.
No Impact to Historical Patient Data	<ul style="list-style-type: none"> • Clinical and administrative data remains intact. • Historical records are preserved exactly as recorded. • Any visible changes relate only to how data is displayed or validated, not stored.

Potential Impacts to customers - General



Theme	Impact Customers Might Experience
Reporting & Batch Process Delays	<ul style="list-style-type: none"> • Scheduled jobs such as: <ul style="list-style-type: none"> • Reports • Data updates • Government reporting refreshes may be skipped or delayed during the upgrade window. • These processes resume as normal once the upgrade completes.
Local Configuration & Customisation Checks	<ul style="list-style-type: none"> • Sites with: <ul style="list-style-type: none"> • Custom reports • Local templates • Custom workflows may need brief post-upgrade validation to confirm everything functions as expected. • No data loss is expected, but verification is recommended.
Brief Adjustment for Users	<ul style="list-style-type: none"> • Some screens may display: <ul style="list-style-type: none"> ○ Additional fields ○ Clearer validation messages ○ Minor layout adjustments • These are intended improvements, but users may need a short period to adjust.
Reassurance Messaging for Customers	<ul style="list-style-type: none"> • The upgrade does not change core workflows. • There are no mandatory process changes for users. • The release is geared at providing: <ul style="list-style-type: none"> • Stability • Compliance support • Safety improvements • Most users can resume work as normal immediately after upgrade.

Positive Impacts to Customers – Feature/Bug Specific

Feature Enhancement	Intended improvements
Feature Enhancements	
MyMedicare – Registration Status Enquiry	<ul style="list-style-type: none"> • Enables faster confirmation of patient eligibility for MyMedicare bulk billing incentives • Reduces the need for manual checks across external systems • Improves confidence that services are billed correctly the first time • Supports smoother front-desk and clinical workflows when confirming registration details
Assignment of Medicare Benefit (AoB) Enhancements	<ul style="list-style-type: none"> • Improves visibility of AoB details directly within the Service Recording workflow • Makes it easier to review and audit Medicare consent information • Reduces the risk of non-compliant claims due to missing or unclear AoB details • Supports greater confidence in meeting Services Australia conformance requirements
Government Reporting Tool (GRT) – Data Updater Improvement	<ul style="list-style-type: none"> • Reduces confusion when updating government reporting data • Clearly separates GRT updates from template and report data updates • Minimises the risk of unintended changes during reporting preparation • Improves confidence and control for users managing compliance reporting
Medication Order Screen Enhancements	<ul style="list-style-type: none"> • Improves medication safety by ensuring clear and consistent dosage instructions • Reduces prescribing ambiguity through mandatory order instructions • Saves time when creating medication orders from prescriptions • Supports clearer clinical communication across medication workflows • Reduces the risk of medication errors caused by missing or inconsistent instructions
MIMS – Deleted Medication Indicator	<ul style="list-style-type: none"> • Clearly flags medications that are no longer available • Prevents accidental re-prescribing of discontinued medications • Supports safer clinical decision-making at the point of prescribing • Reduces follow-up corrections caused by outdated medication selections
Immunisation & AIR Updates	<ul style="list-style-type: none"> • Improves alignment with the latest Services Australia AIR requirements • Reduces submission errors through improved validation logic • Keeps vaccine data current without manual intervention • Provides greater confidence that immunisation data meets reporting and compliance standards

Positive Impacts to Customers – Feature/Bug Specific

Feature Enhancement / Bug Fix	Positive Impacts customers will experience
Feature Enhancements (continued)	
HealthLink Secure Messaging Improvements	<ul style="list-style-type: none"> • Reduces secure message delivery failures caused by phone number formatting • Minimises the need to resend messages or follow up manually • Improves reliability of secure communications between services • Saves time for administrative and clinical staff handling referrals and correspondence
Gender Pronouns (QLD Health only)	
Bug Fixes	
Immunisations & AIR Portal Access	<ul style="list-style-type: none"> • Restores reliable access to AIR immunisation history statements • Eliminates errors that previously blocked portal access • Reduces workflow disruptions when reviewing patient immunisation records • Supports smoother consultations and clinical decision-making
Custom Qualifiers – Immunisations	<ul style="list-style-type: none"> • Prevents important vaccine expiry information from being hidden • Improves visibility and accuracy when recording immunisations • Reduces the risk of incomplete or incorrect immunisation data • Supports safer and more reliable clinical documentation
Offline Recalls	<ul style="list-style-type: none"> • Ensures completed recalls are accurately removed from “To Do” lists • Reduces unnecessary follow-up actions and administrative workload • Improves trust in recall tracking for services using the offline client • Supports cleaner and more accurate patient summaries

Thanks for your time!