

Media Release

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SUPPORTING CUSTOMER HEALTH WITH DIGITAL INITIATIVES

From helping parents keep track of their newborn's milestones to creating a single state-wide medical record and supporting better patient outcomes and virtual care, the NSW Government is embracing digital solutions to help NSW residents.

Minister for Customer Service and Digital Government Victor Dominello said digital innovations were key to helping customers stay on top of their wellbeing with new solutions such as the NSW Health App, the Digital Baby Book and the Single Digital Patient Record to change the way people manage their health.

"The NSW Government is a world leader in delivering customer-centric digital outcomes and nowhere is this more important than in supporting the health and wellbeing of the State's residents," Mr Dominello said.

"Digital innovations such as the NSW Health App will allow customers to access critical health information as well as relevant NSW Health services from the convenience of their phone.

"The Digital Restart Fund (DRF) has already committed \$166.7 million to the new Single Digital Patient Record, which will mean clinicians can better support patients and their health no matter where they are in New South Wales.

"Courtesy of \$4.9 million from the DRF, the Digital Baby Book initiative will help busy families keep on track when it comes to their children's vaccinations, health checks and development information.

"And work will soon commence on a new Digital Pregnancy Record to support expectant parents.

"An improved Mental Health Access Line is also in the works, along with a new virtual care strategy aimed at providing health and wellbeing support with the tap of a button.

"Digital solutions are solving today's problems by ensuring customers have better access to services.

"The eReferral Hub initiative received \$3 million in DRF funding to act as an electronic dashboard for referrals, allowing consumers to view and be notified of their outpatient appointments while improving outpatient appointment processing efficiency."

Mr Dominello said the State's nation-leading work to introduce a digital COVID-safe check-in system was making it easier for residents to visit venues safely and access essential services during the COVID-19 restrictions, while also supporting NSW Health contract tracers.

"Whether it is a COVID-19 test result, school vaccinations or using digital innovations to foster healthy, resilient, thriving families and communities, the NSW Government is here to make life easier and health services more accessible for everyone in the state," Mr Dominello said.

The Digital Restart Fund is providing seed funding for many eHealth initiatives to support residents across the state. The NSW Government has allocated \$2.1 billion across four years to invest into digital transformation projects and cyber uplift through the DRF.

The fund is administered by the Department of Customer Service and targets smart, simple technology solutions that create efficiencies for customers across the State.

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