Electronic National Residential Medication Charts (eNRMC) and My Health Record (MHR)

Update for Residential Aged Care Homes

Tuesday 12 August 2025

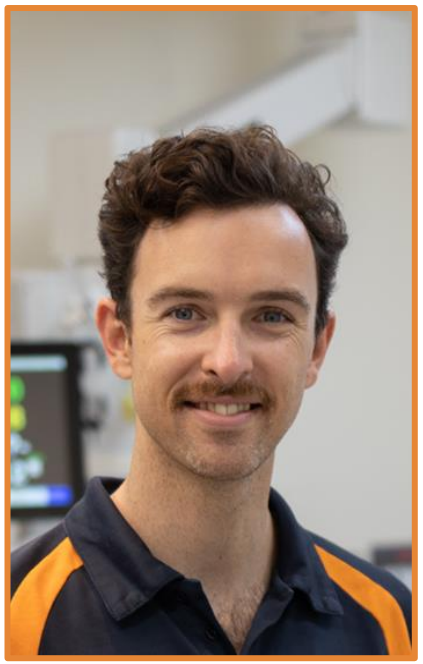
Australian Government
Department of Health, Disability and Ageing

Today's Speakers

eNRMC and MHR Webinar Update

Sam Peascod
Assistant Secretary
Care Integration and Access Branch
Chair

Jenene Baker
Director - Medicines Management and Safety Section
Presenter



Zachary Woodalba
Education Manager
Australian Digital Health Agency
Presenter

Australian Government
Department of Health, Disability and Ageing

ACKNOWLEDGEMENT OF COUNTRY

The Department of Health, Disability and Ageing acknowledges the Traditional Custodians of the lands we are meeting on, throughout the Nation.

We pay our respects to their Elders, past and present, and acknowledge and extend that respect to other Aboriginal and Torres Strait Islander people and Elders from other communities who may be joining us today.

Gathay nyiirun – Lets walk together, 2016

Acrylic on canvas

Gathay nyiirun 'go-will we all' - Lets walk together represents the journey of working and walking together to create positive changes.

Artist: Krystal Hurst (b. 1987)

Agenda

Electronic National Residential Medication Chart (eNRMC) Overview

- What is an eNRMC?
- Benefits and evolution of eNRMC

Jenene Baker
Director, Medicines Management and Safety Section

Upcoming changes to eNRMC

- Introduction of electronic prescribing capability from 1 October 2025
- eNRMC systems in RACHs must have transitioned to full electronic prescribing capability by 1 March 2026
- Next required steps for RACHs and resources available for support

Jenene Baker
Director, Medicines Management and Safety Section

My Health Record (MHR)

- How eNRMC links to MHR and the Residential Care Transfer Overview

Zachary Woodalba
Education Manager (Agency)

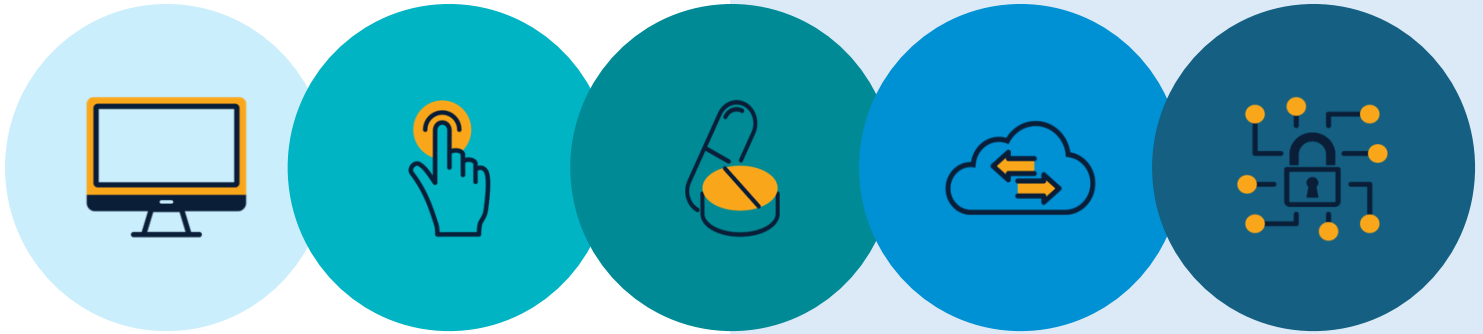
Q&A

What is an eNRMC?

- A type of Electronic Medication Management (EMM) system for aged care.
- Provides a single source of truth for resident medication records.
- Enables real-time access for prescribers, pharmacists, and care staff.
- Supports prescribing, dispensing, and PBS/RPBS claiming—no paper needed.
- Streamlines medication management and enhances digital enablement.

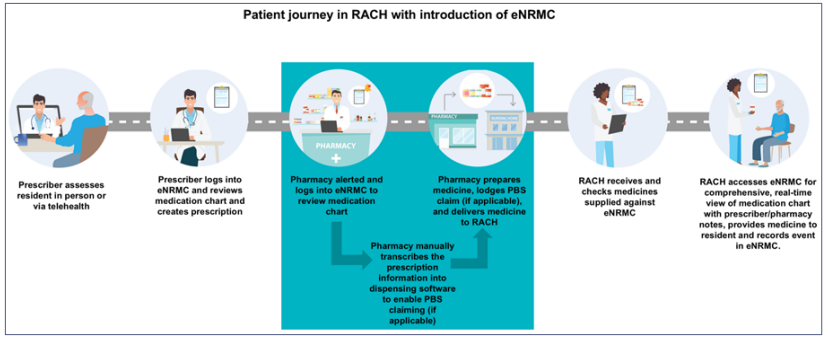
eNRMC Benefits

- Improves medication safety
- Eliminates paper prescriptions and charts
- Enhances visibility of medication records
- Strengthens communication among care teams
- Supports timely medication delivery
- Reduces admin burden for staff
- Reduce the number of daily medications taken by an individual (polypharmacy)



eNRMC Evolution Timeline

A brief history (2014 - 2025) and future



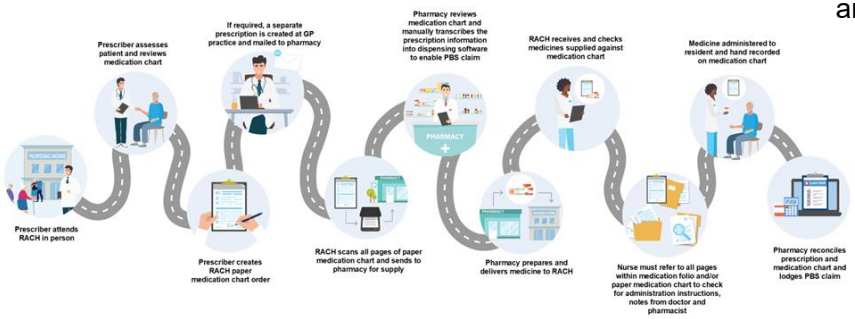
Paper National Residential Medication Chart (NRMC) developed

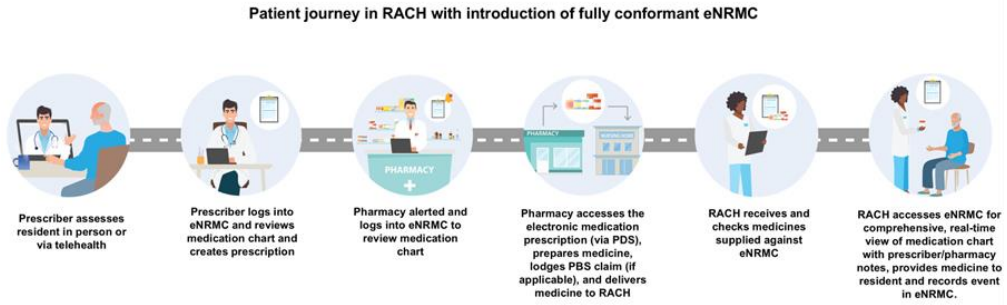
eNRMC Trial commenced

- End of eNRMC Transitional Arrangement
- Future interoperability
- National Electronic Medication Chart Framework (NEMCF)

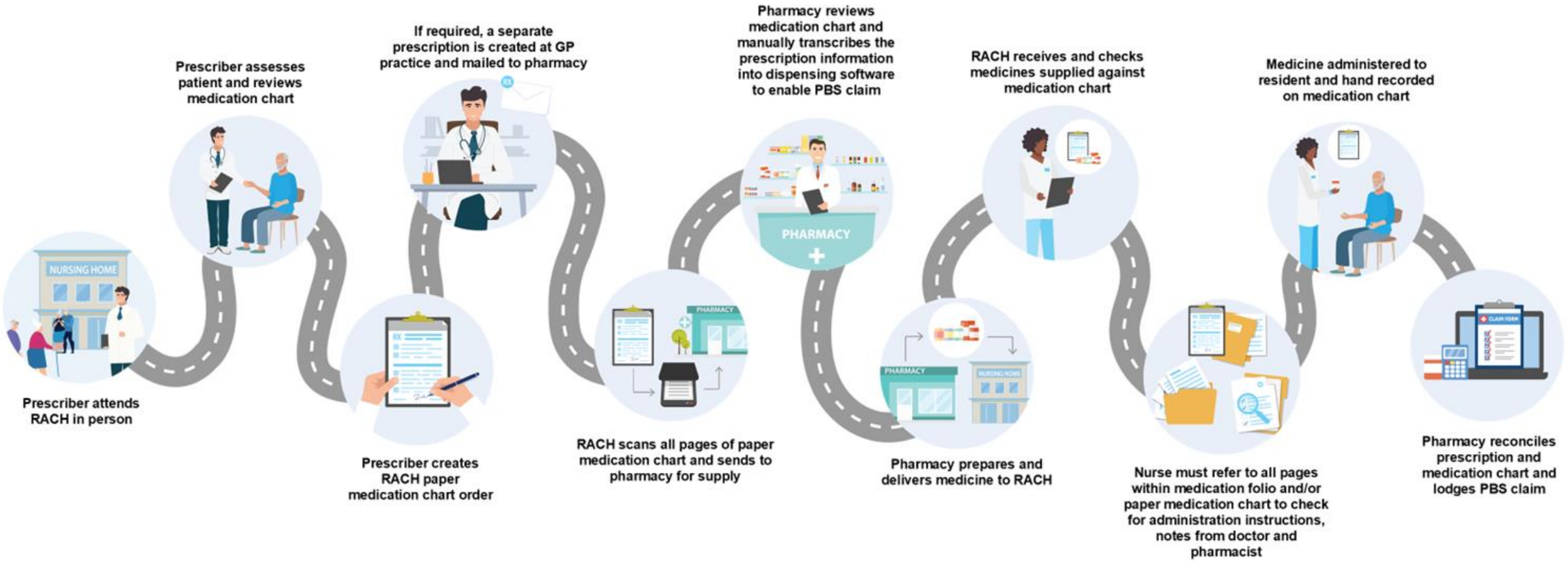
2014 | 2018 | 2022 | 2024 | 2025 | Future

eNRMC Transitional Arrangement and eNRMC Adoption Grant Opportunity commenced

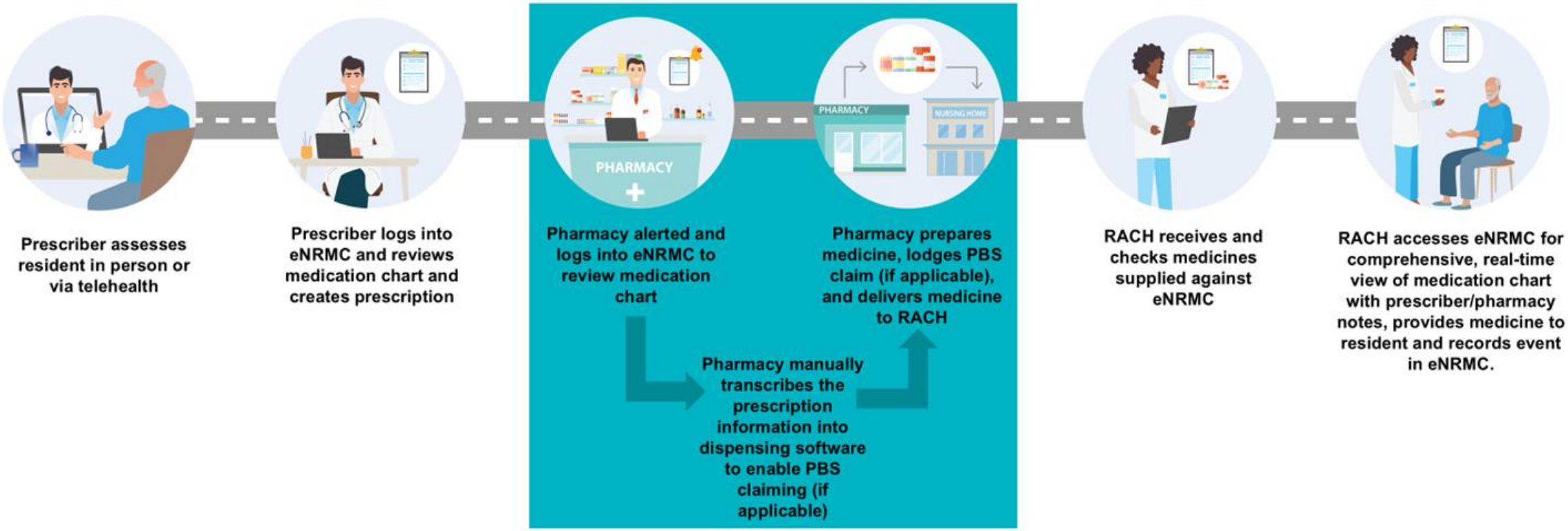




User Journey in RACH with Paper NRMC



User Journey in RACH under the eNRMC Trial and Transitional Arrangement



User Journey in RACH using eP eNRMC

Prescriber assesses resident in person or via telehealth

Prescriber logs into eNRMC and reviews medication chart and creates prescription

Pharmacy alerted and logs into eNRMC to review medication chart

Pharmacy accesses the electronic medication prescription (via PDS), prepares medicine, lodges PBS claim (if applicable), and delivers medicine to RACH

RACH receives and checks medicines supplied against eNRMC

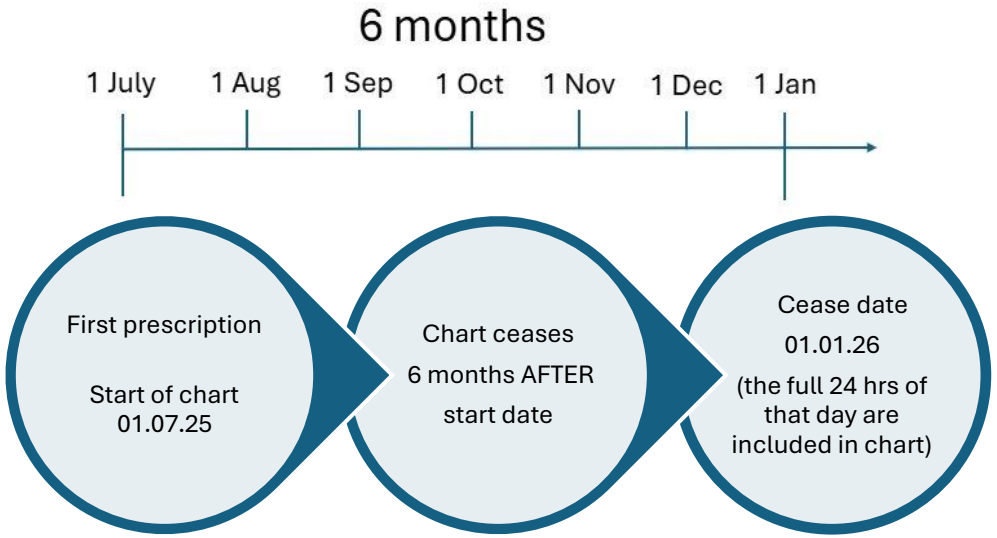
RACH accesses eNRMC for comprehensive, real-time view of medication chart with prescriber/pharmacy notes, provides medicine to resident and records event in eNRMC.

Differences between Transitional eNRMC and electronic prescribing eNRMC

Functionality/parameter	Transitional eNRMC	Electronic Prescribing eNRMC
User restrictions	Open to any RACH and pharmacy, using software listed on *Transitional eNRMC Conformance Register*	Open to any RACH and pharmacy, using eNRMC vendor listed on *Electronic Prescribing - External Conformance Register*
Connects to the National Prescription Delivery Service	❌ No	✅ Yes
Prescription location	Stored within the eNRMC system	Stored in the National Prescription Delivery Service (NPDS)
Safety and Quality Use of Medicines (QUM) features	Provides benefits in comparison to paper NRMC	Enhanced safety and quality features
Pharmacist access to prescriptions enhanced	Pharmacists need to manually transcribe the prescription information from the eNRMC into their dispensing software	Pharmacists can retrieve chart-based electronic prescriptions from the NPDS through a token.
Chart duration	Up to the end of 4 months	6 months from date of first PBS prescription

New chart cease dates for conformant eNRMC

- **Regulation update (Oct 2024):** Conformant eNRMCs will be valid for up to a full **6 months** from commencement date
- **Chart commencement date:** Defined as the date the **first PBS item is prescribed**
- **Chart cease date:** No longer cease at the end of the month as in place for paper charts.
    - Example: A chart starting on **7 Jan 2026** will cease on **7 Jul 2026**
- **No Specific Time of Day:** Cease time not defined; may be addressed in future under the **National Electronic Medication Chart Framework (NEMCF)**



Medication Chart requirements (all)

- A **new chart** (paper or electronic) must be created **before the old one expires** to ensure patient safety and continuity of care
- **No supply or administration** can occur from an **expired chart**
- Prescribers can **review and start a new chart at any time** to support workflow efficiency

Australian Government
Department of Health, Disability and Ageing

Adding Administration Only Orders

Recording prescriptions generated outside eNRMC

- Only **PBS-authorised prescribers** can create prescriptions within eNRMC.
- However, external prescriptions (paper/electronic) from hospitals or specialists can be recorded by a **pharmacist or GP** in eNRMC.
- These are **administration-only orders/records**, not new prescriptions.
- Must include:
  - Prescriber details, prescribing date, medicine info, instructions, authority details.
  - Clear indication the record is for "**Administration Only**"
- Does **not generate** an electronic prescription or enable supply.
- Use only when **no alternative is available** (e.g., post-hospital discharge).
- Subject to **pharmacist agreement** and **system capability**.
- RACHs should work with pharmacists to ensure **safe transcription** and **continuity of care**.

IMPORTANT:

Pharmacists **must not supply** medicine from this record.

Supply must occur from the **original prescription.**

Copy of a chart

Live Use & Copies

- **Live eNRMC** should be used for supply whenever possible
- **Copies** may be used in **urgent situations** (e.g. pharmacy out of stock, compounding required)

Required Information on a Valid Copy

- RACH & resident details
- Allergies & drug reactions
- Current & recently ceased medicines
- Administration requirements & supplements
- Validity period, chart & prescription tokens
- Date/time of copy generation.

PBS Supply Rules & Leave

- Only **one maximum PBS quantity** can be supplied within **72 hours** of copy generation
- After 72 hours, a **new copy** is required

- **Temporary Leave or Independent Supply:**
  - RACH may provide a copy for resident or representative
  - May need to arrange pharmacist access to live eNRMC.

What is changing for eNRMC?

Government Support Measures

The Department and the Australian Digital Health Agency have supported vendors by:

- **Revising timeframes** for ending the Transitional Arrangement.
- **Relaxing certain legislative requirements** (interim measure).
- **Adjusting technical requirements** in the medication chart conformance profile.
- **Developing communication resources** to inform and support users about the upcoming changes.

The Transitional Arrangement is ending

- Only eNRMC systems that meet **full Electronic Prescribing Conformance** and **legislative requirements** will be permitted for prescribing.
- After the deadlines, RACHs can continue to use **non-conformant systems for medicine administration purposes**, however separate paper or electronic prescriptions will be required to ensure PBS compliance.

Benefits of Fully Conformant eNRMC Systems

✅ Extend chart duration from **4 to 6 months**
✅ **Reduce manual transcription**
✅ **Improve coordination** between aged care homes and pharmacies
✅ Enhance **resident safety**

These improvements are critical for enhancing care delivery and reducing risks to residents.

New Timeline – eNRMC Transitional Arrangement

30 Sept 2025

Deadline to achieve conformance for eNRMC software vendors (paper scripts/charts must be used in conjunction with any non-conformant eNRMC systems after this date).

01 Oct to 28 Feb

Transitional arrangement remains in place during this period for **conformant vendors only** to allow time for RACHs to transition to conformant software.

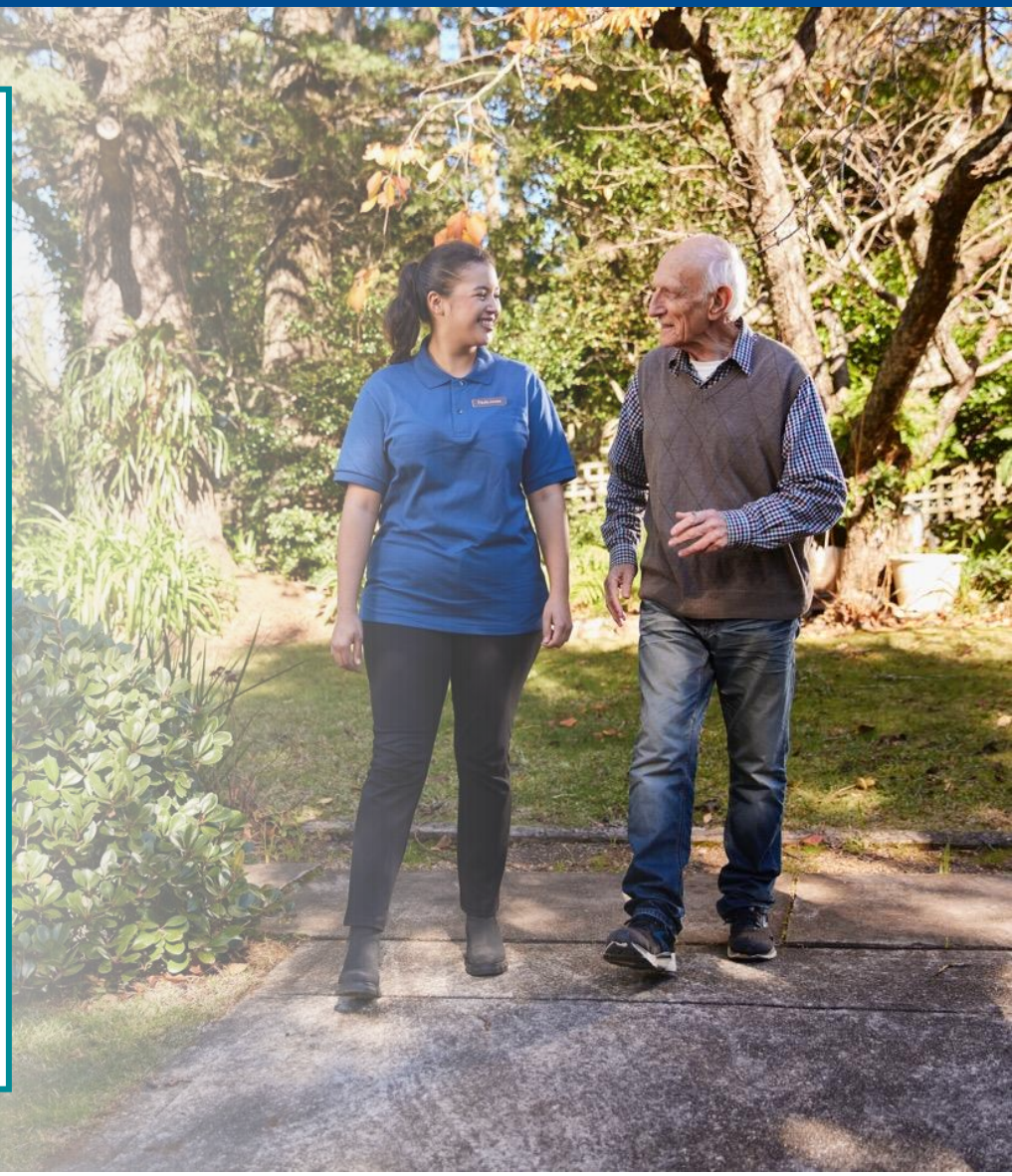
01 Mar 2026

Transitional arrangement ends for everyone.

Next Steps for Residential Aged Care Homes

1. **Contact your eNRMC software vendor to confirm:**
   - conformance timelines
   - support and training available to enable safe transition
   - upgrade process for existing medication charts created under the Transitional Arrangement.

2. **Engage with your servicing pharmacy(s):**
   - to ensure readiness and access to information and training via the software vendor.



Resources & further information

Department of Health, Disability and Ageing

- General eNRMC information: Medication management for health practitioners
- Information Packs, Fact Sheets and Legislation: Electronic National Residential Medication Chart (eNRMC collection)

  Note: This collection includes resources for ***both*** Transitional Arrangement and eP eNRMC Systems including the following:

  - Fact Sheet: Transition to electronic prescribing and end of Transitional Arrangement (May 2025)
  - Fact Sheet: eNRMC Aged Care fact sheet (August 2025)
  - eNRMC User Resource: – New – to be published in August 2025

ACSQHC

- Requirements and Implementing an Electronic National Residential Medication Chart

ADHA

- eNRMC Conformance Register
- eLearning module: eNRMC | DigitalHealth

Contact

Department of Health, Disability and Ageing

WEB	Department of Health, Disability and Ageing	www.health.gov.au
	Medication Chart Information	https://www.health.gov.au/topics/medicines/medication-management-for-health-practitioners
EMAIL	Medication Chart General Enquiries	DigitalMedCharts@health.gov.au
	eNRMC Specific Enquiries	eNRMC@health.gov.au

My Health Record for Aged Care

Australian Government

Australian Digital Health Agency

eNRMC and My Health Record software conformance

Software Vendor	Acredia	Best Health Solutions	Compact Business Systems	LeeCare Solutions	Webstercare – Manrex	Medication Packaging Systems	Medi-Map Group	Pharmhos Software	Sarah Software Solutions	Simplemed	Strong Room Technology	Telstra Health	Unleashed Technology
Product	Axis Rx	BestMed Medication Management	emma	Leecare P6Med	Webstercare MedCare	HealthStream	Medi-Map Medication Management	MerlinMap	SARAH	Simplemed	Strong Care	MedPoint	AutumnCare
Product Type	CIS & eMMS	eMMS	eMMS	CIS & eMMS	eMMS	eMMS	eMMS	eMMS	CIS	eMMS	eMMS	eMMS	CIS
Transitional eNRMC	✅	✅	✅	✅	✅	✅	✅	❌	❌	✅	✅	✅	❌
MHR/HI	✅	✅	✅	✅	✅	✅	✅	❌	✅	❌	✅	❌	✅
RCTS	✅	✅	✅	❌	❌	❌	❌	❌	❌	❌	✅	❌	❌

Legend

CIS: Clinical Information System
eMMS: electronic Medication Management System
MHR: My Health Record
HI: Healthcare Identifier
RCTS: Residential Care Transfer Summary documents

How are **Healthcare providers** using it?

June 2025

GP

99% of GPs are now registered

99% have used My Health Record

Pharmacy

99% of pharmacies are now registered

99% have used My Health Record

Public Hospital

97% of public hospitals are now registered

95% have used My Health Record

Specialist

64% of specialists are now registered

37% have used My Health Record

Aged Care

45% of aged care are now registered

12% have used My Health Record

What is My Health Record?

An online summary of an individual's key health information

Personally controlled

Part of a national system

Accessible at all times

Protected

My Health Record documents

Healthcare provider documents

- Shared health summaries
- Discharge summaries
- Event summaries
- Prescription and dispense records
- Specialist letters
- Pharmacist Shared Medicines List
- Diagnostic Imaging reports
- Pathology reports
- Goals of care
- eReferrals
- Residential care transfer reason
- Residential care health summary
- Residential care medication chart

Medicare information

- Prescription information
- Australian Immunisation Register
- Australian Organ Donor Register
- Medicare Services -MBS and DVA items

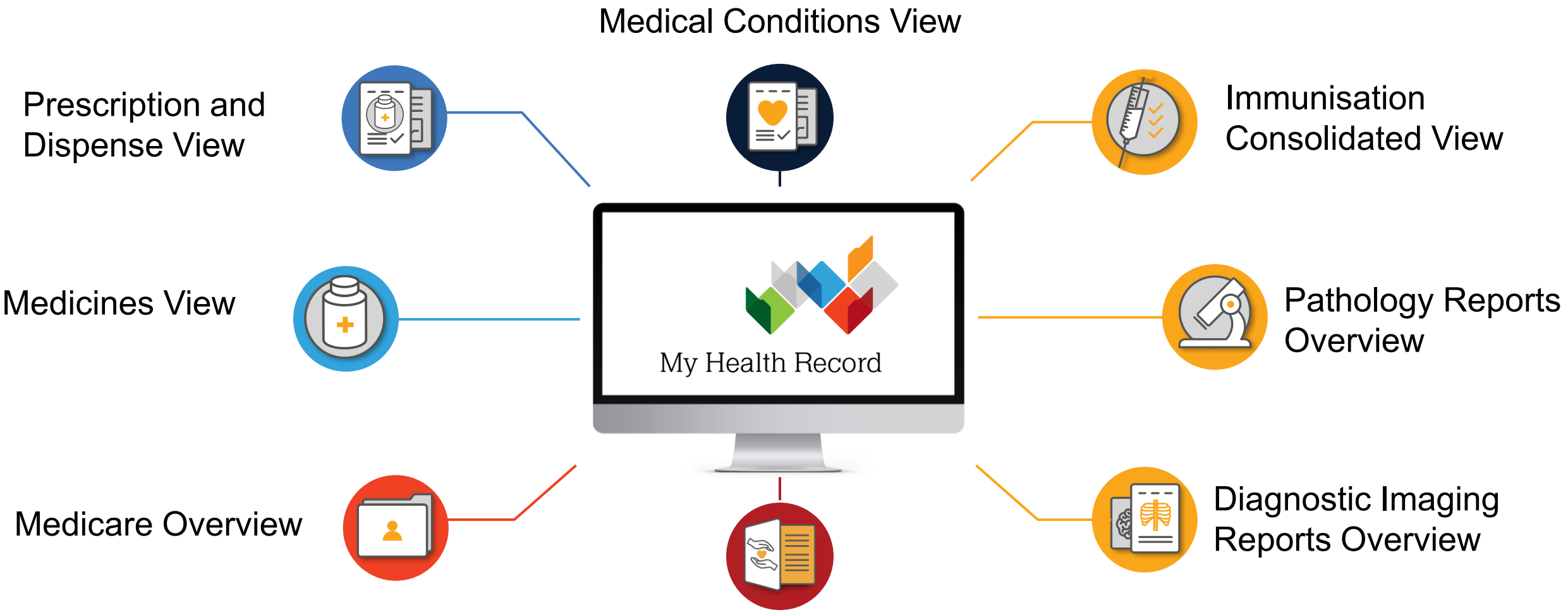
Consumer entered information

- Personal health summary
- Advance Care Planning documents
- Emergency contacts
- Childhood development

Shared with My Health Record

- Care and support plans
- MyMedicare registrations

Overviews


Medical Conditions View
Prescription and Dispense View
Immunisation Consolidated View
Medicines View
My Health Record
Pathology Reports Overview
Medicare Overview
Diagnostic Imaging Reports Overview
Residential Care Transfer Overview

How to access My Health Record?

Healthcare providers

View

- Conformant software
- National Provider Portal

Upload

- Conformant software

Consumers

View

- Log in to My Health Record through myGov
- **my health** app
- other conformant apps

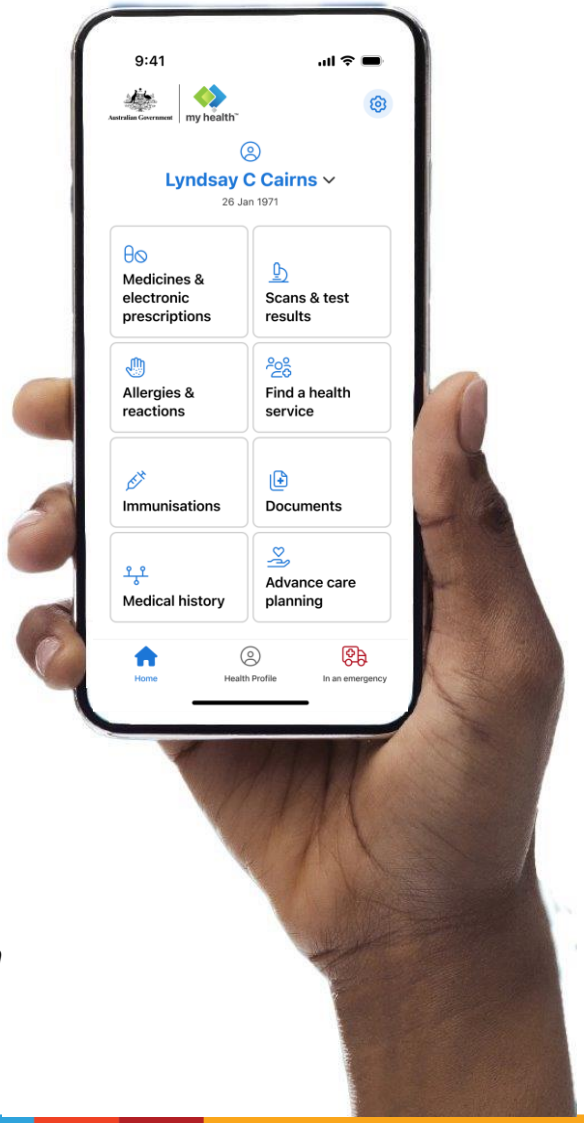
Add information

- Log in to My Health Record through myGov
- Some information can be added through **my health**

What is the my health app?

my health is an application which can be used to view key health information in My Health Record

- **my health** is a secure and convenient way to view key health information that consumers, their healthcare providers or representatives have uploaded to My Health Record.
- It also gives consumers access to electronic prescriptions and their Active Script List and has other great features like find and book a health service, and much more.



*Please note that **my health** app is one of many applications that can support individuals in managing their health.*

Medicines View

Available medicines in this My Health Record - sorted by Date
11 Jul 2024

Caleb **DERRINGTON** DoB 15 Jun 1933 (91 years) SEX Male IHI 8003 6080 0004 5922

Allergies and Adverse Reactions	Medicines Preview	Shared Health Summary	Discharge Summary
Phenoxymethylpenicillin	19-Aug-2022 to 11-Jul-2024 (a few seconds ago)	11-Jul-2024 (a few seconds ago) **Author:** Own Own Organisation tel:0716543542,fax:0716543542, mailto:info@practice.com.au * More recent than the Discharge Summary	17-Sep-2022 (1 years ago) **Author:** Own Own Organisation tel:5555-6666

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Medicines Preview - Latest Documents, Dispenses - sorted by descending event date.

19-Aug-2022 to 11-Jul-2024 (a few seconds ago)

Source/Author	Date	Medicine - Active Ingredient(s)	Medicine - Brand	Dose/Directions
Shared Health Summary by Own Organisation	11-Jul-2024 (a few seconds ago)		Aspirin 100mg Tablet, enteric coated	1 Tablet Daily with meals. for Ischaemic heart disease
			Avapro HCT 300/12.5 300mg;12.5mg Tablet	1 Tablet Daily. for Hypertension
			Crestor 20mg Tablet	1 Tablet Daily. for Hyperlipidaemia
			Escitalopram 10mg Tablet	1 Tablet Daily without regard to meals. for Depression
			Madopar 200mg;50mg Tablet	1 Tablet Three times a day. for Parkinson's disease
			Metformin 500mg Tablet	1 Tablet Twice a day with meals. for Diabetes Mellitus, Type 2
Dispense Record by Own Organisation	29-May-2023 (a year ago)	**Irbesartan with Hydrochlorothiazide**	Avapro HCT 300/12.5 tablet: film coated, 30	Take 1 tablet daily
		Rosuvastatin	Crestor 20mg tablet: film coated tablet, 30	Take 1 tablet daily
		Escitalopram	Lexapro 10mg tablet: film coated, 28	Take 1 tablet daily
		Levodopa-Benserazide	Madopar 250mg tablet: film coated, 100	Take 1 tablet three times a day
		Isosorbide Mononitrate	Monodur 120mg SR tablet: extended-release, 30	Swallow whole 1 tablet daily
		Tiotropium	Spiriva 18 microgram powder for inhalation: capsules, 30	Inhale the contents of 1 capsule via the Spiriva handihaler once daily in the morning
Dispense Record by Own Organisation	28-Apr-2023 (a year ago)	**Aspirin**	Spren 100 100mg tablet: enteric coated, 112	Take 1 tablet daily with or soon after food
		Metformin Hydrochloride	Diaformin 500mg: film coated tablets, 100	Take 1 tablet daily

Immunisation Consolidated View

Immunisations - sorted by date

9 Nov 2023

Caleb **DERRINGTON** DoB 15 Jun 1933 (90 years) SEX Male IHI 8003 6080 0004 5922

Australian Immunisation Register	Immunsations	Shared Health Summary	Event Summary
Displays all the immunisation information recorded in the Australian immunisation register	All the immunisations recorded in both the Australian immunisation register and this My Health Record	04-Apr-2023 (7 months ago) **Author:** Own tel:(07) 1654 3542	04-Apr-2023 (7 months ago) **Author:** Own tel:04555555555

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Immunisations recorded in the Australian Immunisations Register

05-Jul-2017 to 04-Apr-2023 (7 months ago)

Source/Author	Date	Dose number	Immunisation - Brand	Disease/Indication
Australian Immunisation Register	04-Apr-2023 (7 months ago)	1	Fluad Quad	Influenza
Australian Immunisation Register	19-Sep-2022 (a year ago)	4	COVID-19 Vaccine Booster Pfizer	COVID-19
Australian Immunisation Register	19-Jun-2022 (a year ago)	3	COVID-19 Vaccine Booster Pfizer	COVID-19
Australian Immunisation Register	19-Apr-2022 (1 years ago)	1	Fluad Quad	Influenza
Australian Immunisation Register	27-May-2021 (2 years ago)	2	COVID-19 Vaccine AstraZeneca	COVID-19
Australian Immunisation Register	15-Mar-2021 (2 years ago)	1	COVID-19 Vaccine AstraZeneca	COVID-19
Australian Immunisation Register	01-Mar-2021 (2 years ago)	1	Fluad Quad	Influenza
Australian Immunisation Register	14-Mar-2018 (5 years ago)	1	Zostavax	Shingles
Australian Immunisation Register	05-Jul-2017 (6 years ago)	1	Pneumovax 23	Pneumococcal

End of Section - Immunisations recorded in the Australian Immunisations Register

Residential Care Transfer Documents

Residential care transfer reason document:

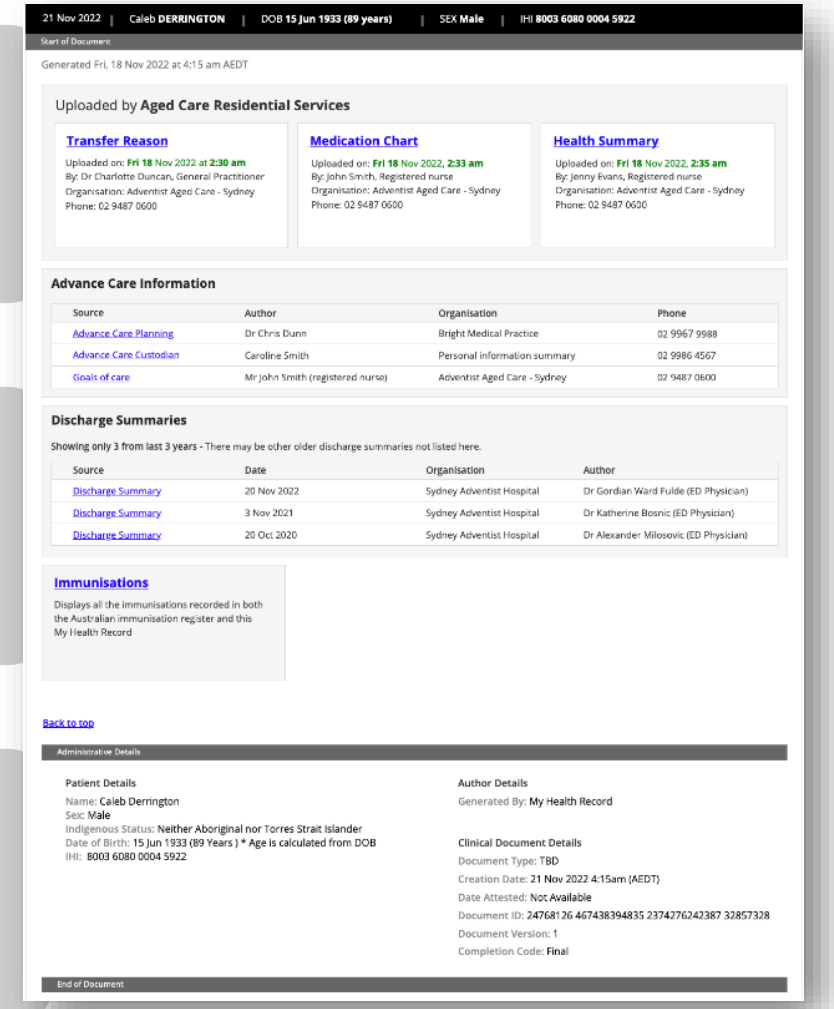
- Captures reason for the transfer of the resident for this episode
- Must be uploaded to trigger the creation of the *Residential Care Transfer Overview* in My Health Record

Residential care health summary document:

- Recommended to be uploaded with Transfer Reason document (could be uploaded at a later stage)
- Contents will be dependent on what is captured in the local Clinical Information System used

Residential care medication chart document:

- Recommended to be uploaded with Transfer Reason document
- Information gathered from eNRMC, eMMS or pdf if software not yet conformant


21 Nov 2022 | Caleb DERRINGTON | DOB 15 Jun 1933 (89 years) | SEX Male | IHI 8003 6080 0004 5922

Start of Document

Generated Fri, 18 Nov 2022 at 4:15 am AEDT

Uploaded by **Aged Care Residential Services**

Transfer Reason
Uploaded on: Fri 18 Nov 2022 at 2:30 am
By: Dr Charlotte Duncan, General Practitioner
Organisation: Adventist Aged Care - Sydney
Phone: 02 9487 0600

Medication Chart
Uploaded on: Fri 18 Nov 2022, 2:33 am
By: John Smith, Registered nurse
Organisation: Adventist Aged Care - Sydney
Phone: 02 9487 0600

Health Summary
Uploaded on: Fri 18 Nov 2022, 2:35 am
By: Jenny Evans, Registered nurse
Organisation: Adventist Aged Care - Sydney
Phone: 02 9487 0600

Advance Care Information

Source	Author	Organisation	Phone
Advance Care Planning	Dr Chris Dunn	Bright Medical Practice	02 9967 9988
Advance Care Custodian	Caroline Smith	Personal information summary	02 9986 4567
Goals of care	Mr John Smith (registered nurse)	Adventist Aged Care - Sydney	02 9487 0600

Discharge Summaries

Showing only 3 from last 3 years - There may be other older discharge summaries not listed here.

Source	Date	Organisation	Author
Discharge Summary	20 Nov 2022	Sydney Adventist Hospital	Dr Gordian Ward Fulde (ED Physician)
Discharge Summary	3 Nov 2021	Sydney Adventist Hospital	Dr Katherine Bosnic (ED Physician)
Discharge Summary	20 Oct 2020	Sydney Adventist Hospital	Dr Alexander Milosovic (ED Physician)

Immunisations
Displays all the immunisations recorded in both the Australian immunisation register and this My Health Record

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Administrative Details

Patient Details
Name: Caleb Derrington
Sex: Male
Indigenous Status: Neither Aboriginal nor Torres Strait Islander
Date of Birth: 15 Jun 1933 (89 Years) * Age is calculated from DOB
IHI: 8003 6080 0004 5922

Author Details
Generated By: My Health Record

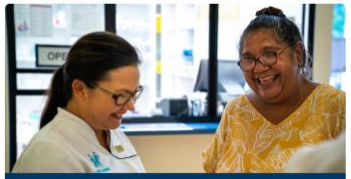
Clinical Document Details
Document Type: TBD
Creation Date: 21 Nov 2022 4:15am (AEDT)
Date Attested: Not Available
Document ID: 24768126 467438394835 2374276242387 32857328
Document Version: 1
Completion Code: Final

End of Document

Example: Health Care Provider - User Experience (UX) Mock-up

eNRMC enabled software
My Health Record®
my health

Find an eLearning course in your area of practice


Aboriginal and Torres Strait Islander Health

Aged care

Allied health

Community health

General practitioners

Pharmacy

Hospitals

Nursing and midwifery

Pathology

Diagnostic imaging

Practice management

Specialists

Free Online Training

- Complete our free online eLearning modules
- To register for an On Demand webinar visit: https://www.digitalhealth.gov.au/healthcare-providers/webinars
- Software summary sheets and resources relevant to your clinical area: https://www.digitalhealth.gov.au/healthcare-providers/initiatives-and-programs/my-health-record#education-and-training
- Explore the Australian Digital Health Agency YouTube channel: https://www.youtube.com/@AuDigitalHealth

Australian Government
Australian Digital Health Agency

Support for registering your organisation

If you need support to connect your Residential aged care organisation with My Health Record, please contact the Digital Adoption Support team

Email: digitaladoptionsupport@digitalhealth.gov.au

Phone: (02) 6223 0741 option 1

Helpful resources:

- Australian digital Health Agency's Residential aged care web page
- Flyer - Better connected care through My Health Record
- Digital health foundations on-demand webinars

Q&A Session

Thank you for submitting your questions at registration.

If you have any further questions after viewing the webinar or published eNRMC resources, you can submit them to eNRMC@health.gov.au