



Inquiry into Appropriation Bill 2026–2027 and Appropriation (Office of the Legislative Assembly) Bill 2026–2027

Answer to question taken on notice

Asked by: Mark Parton MLA

Addressed to: Minister for Health

In relation to: Health and HealthLink referrals

Hearing: 29 July 2026

Uncorrected Proof Transcript pp 107

Transcript provided: 3 August 2026

Answer Due: 10 August 2026

Dr Holger Kaufmann took on notice the following question(s):

MR PARTON: Speaking of lessons learnt, I refer to the technical problem that resulted in 231 referrals being acknowledged as successfully sent by HealthLink but not reaching the Digital Health Record for triage. How many patients were affected by that failure? How many referrals were delayed or lost? And what assurance can you provide that no similar referral integrity problems remain?

Dr Kaufmann: I have to take this under advice, the exact numbers. But I can assure you that no problems remain.

MR PARTON: All right. Okay. That is pretty solid assurance. I just so look forward to seeing those numbers.

DR MARISA PATERSON MLA: The answer to the Member's question is as follows:

218 patients were affected by the technical issue that delayed referrals from being transferred from HealthLink to the Digital Health Record (DHR). Canberra Health Services (CHS) reported in 2023 that no adverse impacts for patients were noted.

No referrals were lost; however, a total of 231 referrals were impacted by a technical issue that delayed referrals from flowing from Healthlink (this is the system that connects GP Practice Management Software systems to CHS and is used for inbound referrals) through to the DHR.

The technical issue was a problem in the AETHER integration engine that stopped the information from the referring clinician going through to the DHR.

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The AETHER Integration engine that caused the issue has been decommissioned, and all integration points have been transferred over to Rhapsody Interface Engine (this is a healthcare integration platform that enables the secure exchange, transformation, routing, and monitoring of clinical and administrative data between disparate systems, devices, and applications).

Approved for circulation to the Select Committee on Estimates 2026-2027

Signature: 

Date: 10/8/26

By the Minister for Health, Dr Marisa Paterson MLA