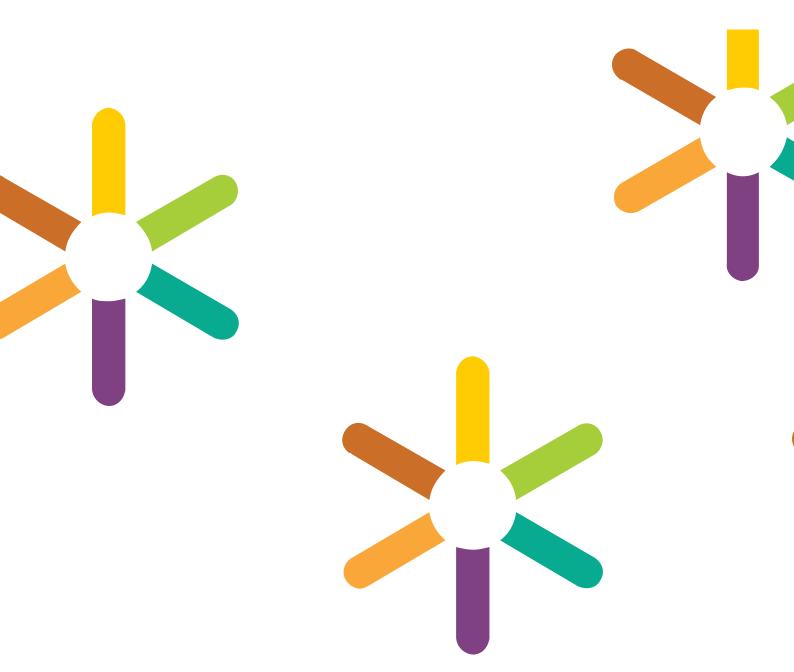# MasterCare Implementation Project – Frequently Asked Questions (FAQs)

## My training has been scheduled, but I can't attend.  Can I switch days?

Sites are attending training as a team so we're encouraging that training is prioritised.  However, we understand that plans don't always work out.  If you're unable to attend your allocated training day, speak to your sites MasterCare Project Team representative.  If urgent, contact [Penny Siebert.](#)

## I've heard there'll be data entry before Go Live, who will input this data?

The Project Team, made up of representatives from each Integrated Service and site, will work together to determine how to proceed with the data capture.  The Implementation Team are currently assessing the volume of work, which will help inform the decision.  Watch this space!

## What do I do with an existing Client vs a new Client?

While the system is different, client treatment is the same.  We still have physical files for existing clients, but moving forward, MasterCare will now be the digital record for that client.  Any new client's records will be created in MasterCare.

## When do I have to start using MasterCare?

Day 1 of go-live, which will be communicated to you.  After go-live, SIMS access will be read only so all Staff are required to use MasterCare as the primary Client record keeping system.

## When will I lose access to SIMS?

SIMS will move to read only 4-6 business days before you get access to MasterCare and remain read only for 3 months after go-live.

Whilst you might lose access to SIMS, all data will still be available.  If you need access to a Client record, contact the MasterCare support team.  Contact details will be provided before SIMS access is removed.

## Are we going paperless?

We're aiming to reduce paper but understand we can't be completely paperless, so we're moving to a 'paper lite' model.  Wherever possible, we should be using MasterCare to document and track Client information.  After go-live, you will be required to upload all Client data into MasterCare.

### Can I still upload documents into MasterCare?

Yes. During training, we'll show you how to upload and save documents into MasterCare.

### How long are visit notes unlocked for in MasterCare?

48 hours, in accordance with the requirements of the State Records Act 2001, in relation to client records being contemporaneous. Once a Visit Note is locked you can still complete the notes by cloning the notes, it will then have the time and date stamp for when the record was amended. There is no limit to the number of visit notes that can be created for a client.

### I've heard there's a phase 2 of the project, what's included and when will it roll out?

Phase 2, at this stage, will include Bed Management for Inpatients and the availability of some operational reports.

Report requirements have been assessed, and the Implementation Team will ensure they're available by the time you need them after go-live.

Bed Management processes are to continue as they are for now, as there is no reliance on SIMS. However, Client details, referrals & discharges will move to MasterCare at go-live and IPWU staff responsible for these activities will be trained before then. Bed Management is estimated to go-live early next year, but the Implementation Team will provide communications closer to the date.

### Can I add signatures in MasterCare?

There are several medical and government e-signature regulations which need to be considered. Whilst signatures are being considered, we need to ensure all related guidelines within our business are met and there's a comprehensive review of MasterCare's security setup.

### Does a Client have to be active with a URN to attend SMART, Family etc. groups?

No, this process is the same as in SIMS.

### Have a question?

Email the [MasterCare Implementation project team](#).