

**Saturday, 1 November 2008 | Ben Woodhead**

## **iCare Solutions**

- Global HQ: Melbourne, VIC, Australia
- Website: [www.icare.com.au](http://www.icare.com.au)
- Global leader: Chris Gray, MD
- Core activity: Aged-care information systems
- Revenue: Undisclosed
- Key customers: The Salvation Army Aged Care Plus, UnitingCare Ageing
- Employees: 35

In an underfunded health system, aged care is truly the poorest cousin. With money in short supply, few nursing homes have installed clinical systems to help them tend to patients in their care. Four years ago, Melbourne-based care management provider iCare decided to commercialise a patient and medication management software package tailored to residential aged-care environments.

Its work was rewarded earlier this year when it picked up the Australian Information Industry Association's best information and communication technology gong at the 2008 iAwards.

iCare technology is now used to manage more than 40,000 of the 170,000 or so residential aged-care beds throughout the country, and the company aims to add another 60,000 to its roster over the next three years. iCare argues that its technology will become increasingly critical as baby boomers enter old age and place increasing pressure on an already strained aged-care system.

Other factors the company believes will play a role in driving further adoption of information technology include a federal government push to promote community care

for the elderly. Such care requires investment in electronic health records and mobile technologies to ensure that information held on aged-care clients living in their own homes is up to date.

iCare plans further investments in its own systems to better support such community care.

It also hopes to play a role in developing electronic health records, which proponents argue will improve the quality of care for all Australians.