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Summary:

- Site work for Central Reprocessing Dept underway
- ieMR week 2 go-live
- Thai Pharmacy visit
- WoW exhibition shines spotlight on mental health
- Virtual Care Week

Message feedback

Audience: All staff **Read time:** 5+ min **For:** Information

Dear team

Construction of RBWH's new Central Reprocessing Department (CRD) is set to begin early next year.

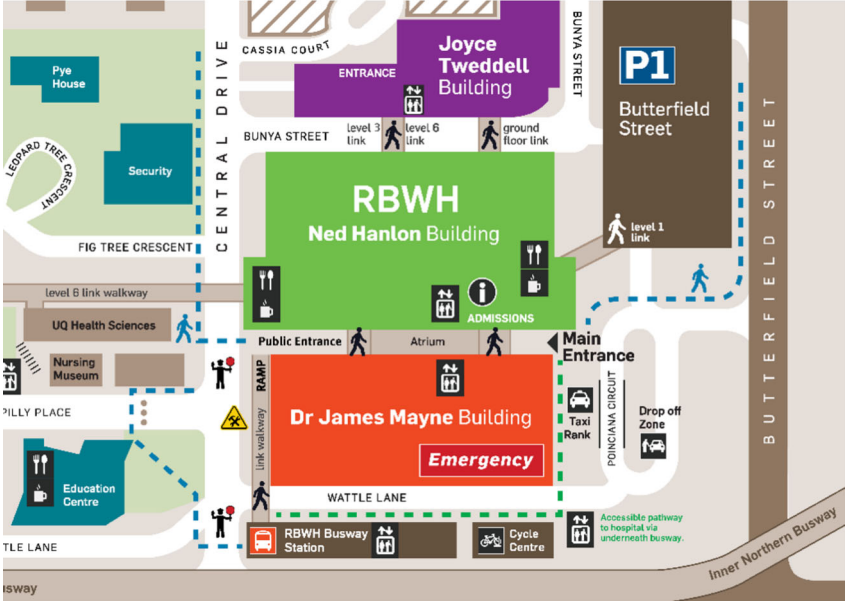
To prepare for the project, work will commence today on establishing the site accommodation area in the lower courtyard between the Dr James Mayne Building (DJMB) and Central Drive. This includes craning in temporary site office accommodation. These works are subject to change due to weather conditions.

As a result, a section of Central Drive will be closed this weekend, with partial and intermittent closures continuing for much of next week.

There will also be temporary changes to pedestrian access from the busway ramp until a pedestrian gantry is installed. The map below outlines the works area and identifies alternate and accessible pathways.

Following site establishment in November, a crane will be installed on the roof of DJMB ahead of major construction works.

The new CRD will replace the existing Sterile Processing Centre and strengthen the resilience and reliability of RBWH's sterilising services. We will continue to keep you informed of upcoming works and changes to minimise disruption for staff, patients and visitors.



ieMR go-live continues

This week, teams across Women's and Newborn Services and Cardiology connected to the integrated electronic Medical Record (ieMR), marking another significant milestone in RBWH's transition to a fully digital hospital.

Yesterday's go-live brought us to approximately the halfway point of the rollout, with all remaining areas scheduled to transition by 2 November. Staff working across multiple wards or clinics will continue operating in a hybrid environment for another week, managing some patients digitally and others on paper. Before commencing care, please check whether your patient is being managed in the ieMR or on paper. You can learn how here.

Additional areas will connect to the ieMR on Monday. You can view the go-live schedule here.

Clinical floorwalkers in blue vests will continue providing at-the-elbow support following each go-live, supported by the 24/7 Digital Command Centre on 1800 921 342. Be sure to check the daily Go-Live communications for important updates, tips and reminders.

I appreciate that a change of this scale brings additional challenges alongside the day-to-day demands of caring for our patients. Thank you for your continued support, flexibility and teamwork as we move closer to becoming a fully digital hospital.

Showcasing our world-class pharmacy practices



This week, our Pharmacy Team hosted a delegation of Heads of Pharmacy from hospitals across Thailand.

During their visit, the delegation toured our facilities and learned about the many ways our pharmacy workforce is improving patient care through innovative medicines management, digital transformation,

automation and advanced clinical pharmacy practice. The group was particularly interested in how technology is helping to enhance safety, efficiency and the patient experience across our services.

The visiting pharmacists are now looking forward to applying many of the insights and learnings from their visit to help strengthen pharmacy practices within their own organisations.

Thank you to Director of Pharmacy, Jess Toleman, and the Pharmacy Team for leading this visit and proudly showcasing the exceptional work they do every day.



Windows to Our World exhibition

The 23rd annual RBWH Windows to Our World (WoW) exhibition is now on display, featuring almost 240 artworks on the ground floor between the Ned Hanlon and Dr James Mayne buildings.

The month-long exhibition showcases works created by people living with mental health conditions, providing an opportunity for consumers, community members and staff to share their creativity with the wider community.

This year's theme invited artists to explore the meaning of community and reflect on the places, people and connections that give them a sense of belonging.

Among the featured artists is Occupational Therapy Assistant Dany (pictured), whose artwork was inspired by her connection to Wugularr, a remote Northern Territory community where she spent part of her childhood.

Congratulations to Dany and all participating artists for sharing their creativity and helping make this year's exhibition a success.

The exhibition runs until 31 October, with artworks available for purchase online here.

Heartfelt thanks for exceptional care

A grateful patient has asked for their heartfelt gratitude for the outstanding care they received at RBWH to be shared with staff. Following two successful surgeries and ongoing follow-up appointments, they praised the professionalism, compassion and dedication shown by doctors, nurses, allied health professionals and support staff.

In particular, the patient highlighted the team's willingness to listen, provide clear explanations and deliver respectful, patient-centred care. They described RBWH's healthcare professionals as among the finest in the world, recognising their expertise, kindness and humanity. The patient also thanked the leaders who support such an exceptional workforce.

Virtual Care Week 2026

Virtual Care Week runs from 26-30 October, with the Metro North Telehealth Services team visiting facilities to promote the benefits of virtual care and telehealth. Staff and patients are encouraged to visit information tables to access resources, practical advice and support.

Staff can also take part in Virtual Care Week challenges, designed to help teams identify opportunities to increase telehealth use, encourage conversations with patients about virtual care options, and support telehealth where clinically appropriate.

The Statewide Virtual Care Improvement team has also developed a series of presentations showcasing innovative virtual care initiatives from across Queensland. Session details and registration information are available here.

A donation that could save a life

Finally, Lifeblood has issued an urgent appeal for blood donations, with a late-season cold and flu surge causing blood reserves to fall to their lowest levels in a decade while demand remains high.

Whether you're a regular donor, haven't donated for some time, or are considering donating for the first time, now is a great opportunity to make a difference. Every donation has the potential to help save lives and support patients across Queensland and beyond. Click here to book your donation.

Thank you all for everything you do for our community.

Kind Regards

Louise Oriti
Executive Director,
Royal Brisbane & Women's Hospital

Metro North Health

We uphold our commitment to health equity through our Values in Action
Respect | Integrity | Compassion | High Performance | Teamwork

VALUES IN ACTION

Metro North Health acknowledges the Traditional Custodians of the Land upon which we live, work and walk, and pay our respects to Elders both past and present.

Metro North Health's vision
Creating healthier futures together—where innovation and research meets compassionate care and community voices shape our services.

Queensland Government

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