

Guidelines: Digital Health for Nurses in Aotearoa New Zealand Entering Practice

Second Edition 2026



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Contents

Introduction	1
How to use this resource	2
Notes	2
Principle 1. Professional digital practice	3
Principle 2. Integration of digital health into patient care delivery	6
Principle 3. Quality digital health.....	9
Principle 4. Digital capability.....	11
Glossary.....	13
References	15

Introduction

These guidelines identify the key knowledge, skills and behaviours for digital health for nurses as they enter practice as Registered Nurses (RNs) in Aotearoa New Zealand. As such, they have been developed and articulated to inform undergraduate/pre-registration nursing education, but could also be used for any nurse in practice to map their digital competence. These 2026 Guidelines update the 2018 version, 'Guidelines: Informatics for nurses entering practice'.¹

Nursing informatics is defined as a “science and practice [which] integrates nursing, its information and knowledge and management, with information and communication technologies (ICT) to promote the health of people, families and communities worldwide”.² Or more simply, the use of computers, data, information and communication technologies to support nursing practice. In this iteration of the Guidelines, we are adopting the more commonly used term of ‘digital health’. The World Health Organization defines digital health as “the field of knowledge and practice associated with the development and use of digital technologies to improve health”.³ Digital health expands the concept of eHealth to include digital consumers and a broad range of smart devices and connected equipment. It also encompasses other uses of digital technologies for health, such as the Internet of Things, artificial intelligence, big data and robotics.³ Together, nursing informatics and digital health play a critical role in transforming healthcare systems by enhancing communication, improving data management and patient outcomes.

With digital health continually evolving, nurses need the tools and guidelines to support their adaptation to the diverse and changing needs of healthcare delivery for New Zealanders. The Digital Health Investment Plan⁴ was released in November 2025 as a roadmap to ensure that New Zealand has a digitally enabled health system that can meet the demands of all New Zealanders engaging with the health system. To achieve this, nursing graduates must be equipped to work competently with digital health technologies, from basic applications and the simplest tools to advanced, complex systems, to support safe, effective, optimal, and high-quality patient care.

The most significant change between this document and the 2018 version is the omission of ICT skills. Digital literacy, data literacy and safe digital practice are considered foundational skills often developed in earlier learning environments.⁵ Therefore, it is assumed that students entering into nursing education have sufficient ICT skills and will be able to transfer these skills into clinical practice. There will be exceptions to this, however, and learning environments need to have processes in place to identify and support these learners.

Background literature that informs this update includes international nursing informatics and digital health material from Canada: Nursing informatics entry to practice competencies for Registered Nurses⁶; Australia: the National Nursing and Midwifery Digital health Capability Framework⁷; the initiative driven from the United States: Technology Informatics Guiding Education Reform (TIGER)⁸; Ireland: All Ireland Digital Capability Framework⁹ and the Digital Health Competency Standards and Requirements for Undergraduate Nursing and Midwifery Education Programmes¹⁰; and from the UK: the Health and Care Digital Framework¹¹. Other literature was also reviewed to inform these guidelines.^{12–18}

The newly revised Standards of Competence for Registered Nurses (NCNZ, 2025)¹⁹ require that RNs use digital technologies appropriately in the management of patient care. In particular, ‘Pou 3: Whanaungatanga and communication’ identifies in descriptor 3.7 that nurses use appropriate digital and online communication. Also, ‘Pou 4: Pūkengatanga and evidence-informed nursing practice’, descriptor 4.8 states: “demonstrates digital capability and online health literacy to support individuals, whānau and communities to use technology for managing health concerns and promoting wellbeing”.¹⁹ Whilst digital health is only named in these two descriptors, it remains evident throughout the Standards. For example:

- **Pou 1 (Māori health)** requires nurses to consider equity, access, and Kawa Whakaruruhau when using digital technologies, particularly in relation to digital equity and whānau-centred care.
- **Pou 2 (Cultural safety)** reflects digital health through nurses’ professional responsibility to maintain privacy, confidentiality, and ethical practice when using electronic health records and digital systems.

- **Pou 3 (Whanaungatanga and communication)** explicitly identifies the use of appropriate digital and online communication to support therapeutic relationships and interprofessional collaboration.
- **Pou 4 (Pūkengatanga and evidence-informed nursing practice)** highlights nurses' digital capability and online health literacy as they support individuals, whānau, and communities to manage health and wellbeing.
- **Pou 5 (Manākitanga and people-centred care)** incorporates digital tools used for documentation, medication safety, incident reporting, and quality improvement.
- **Pou 6 (Rangatiratanga and leadership)** reflects digital health through nurses' roles in coordinating care, supporting team communication, and contributing to effective and sustainable health systems.

Together, these pou demonstrate that digital health is an integrated and essential component of contemporary nursing practice. Drawing these resources together, the guidelines present four digital health principles for student nurses to achieve over the course of their undergraduate/pre-registration nursing education, enabling them to be ready to enter practice as a Level One, or newly graduated, RN.

The four principles are:

1. **Professional digital practice** - Nurses are accountable and responsible for their use of digital health
2. **Integration of digital health into patient care delivery** - Nurses effectively use digital health alongside communication skills to deliver quality nursing care and improve patient outcomes.
3. **Quality digital health** – Nurses combine data management, clinical judgement and evidence-informed nursing practice for the delivery of patient and whānau-centred care.
4. **Digital capability** – Nurses demonstrate digital literacy, critical thinking and the integration of digital health into their nursing practice.

Together, these four principles ensure nursing graduates are prepared to practise safely, ethically, and effectively in digitally enabled healthcare environments. They support the integration of digital health into nursing practice while maintaining patient and whānau-centred care, cultural safety, professional accountability, and continuous quality improvement.

As with the original version of these guidelines, we have included examples from everyday practice in the NZ health system. We have also included all the descriptors from the Standards of Competence for Registered Nurses¹⁹ to demonstrate where they are reflected in this framework. It is intended that nurses throughout NZ continue to use these guidelines to bridge theory, education and practice.

How to use this resource

Digital health capability develops progressively across a nursing education programme of study and into beginning RN practice. While these guidelines describe the expectations for nurses entering practice, it is important to remember that these capabilities develop over time, moving from foundational knowledge to integrated, independent practice.

Nurse educators can use these Guidelines to guide content development and provide examples of digital health. These Guidelines can also be used to map or audit an existing curriculum. Nursing students, as well as nurses in practice, can refer to these guidelines to reflect on their own knowledge and skill development and identify any gaps they may want to address through professional development.

Notes

- For convenience, the word 'patient' is used to denote the tāngata whai ora/person/family or whānau/community or population receiving healthcare.
- This document in no way endorses or promotes any specific IT solutions or products. Commercial examples are given solely for illustrative purposes.

Principle 1. Professional digital practice

Nurses are accountable and responsible for their use of digital health.

Description	Examples from practice	Example of how it relates to pou with descriptor:
Nursing Council regulatory obligations	Uses digital health technologies in accordance with Code of Conduct, ²⁰ Guidelines for Professional Boundaries, ²¹ Guidelines: Social media and electronic communication ²² and Te Tiriti o Waitangi, Māori Health, Kawa Whakarururhau, Cultural Safety: Guidance for Nursing Education and Practice ²³ when accessing, reading, sharing and managing digital health information.	Pou four: Pūkengatanga and evidence-informed nursing practice - Descriptor 4.4 Coordinates and assigns care, delegates activities and provides support and direction to others. Pou six: Rangatiratanga and leadership - Descriptor 6.2 Demonstrates professional and ethical accountabilities in practice and adheres to the Nursing Council of New Zealand Code of Conduct, relevant legislation and organisational policies and procedures.
Ethics	Critically considers the safe and effective use of patient data or information. Uses patient data and information to ethically and responsibly access patient records only for the purpose of patient care and maintains confidentiality at all times. Applies professional judgement to ensure digital information is accurate, relevant, timely, appropriate and used within scope of practice. Critically considers how digital systems and data use may contribute to inequity, bias, or misuse, and takes steps to minimise harm and uphold equity in care delivery especially for rural communities, diverse populations groups and those with accessibility needs.	Pou five: Manaakitanga and people-centred care - Descriptor 5.2 Upholds the mana of individuals, whānau and the nursing profession by demonstrating respect, kindness, honesty and transparency of decision-making in practice. Pou six: Rangatiratanga and leadership - Descriptor 6.2 Demonstrates professional and ethical accountabilities in practice and adheres to the Nursing Council of New Zealand Code of Conduct, relevant legislation and organisational policies and procedures.

Law	Maintains privacy and confidentiality when using digital systems by working within the Privacy Act (2020)²⁴, Health and Disability Commissioners Code of Rights (1996)²⁵, and Harmful Digital Communications Act (2015).²⁶ Applies Te Tiriti o Waitangi and Māori Data Sovereignty principles^{27–29} when assessing, recording, sharing, and managing digital health information, while respecting Māori rights, equity, and data sovereignty.	Pou one: Māori Health - Descriptor 1.1 Engages in ongoing professional development related to Māori health and the relevance of te Tiriti o Waitangi articles and principles. Pou three: Whanaungatanga and communication - Descriptor 3.1 Understands and complies with professional, ethical, legal and organisational policies for obtaining, recording, sharing and retaining information acquired in practice.
Local policies and protocols	Acts in accordance with organisational digital health policies and procedures, including compliance with local requirements for password management, secure access, appropriate use, and information sharing, to protect patient information and support safe care.	Pou six: Rangatiratanga and leadership Descriptor 6.2 Demonstrates professional and ethical accountabilities in practice and adheres to the Nursing Council of New Zealand Code of Conduct, relevant legislation and organisational policies and procedures.
Awareness of national and international influences	Maintains awareness of the national and international digital health priorities and frameworks such as the Health Digital Investment Plan (HDIP)⁴ and the WHO Global strategy on digital health 2020 – 2027³ and applies this to inform safe, future focused nursing practice and service delivery.	Pou four: Pūkengatanga and evidence-informed nursing practice - Descriptor 4.12 Maintains awareness of trends in national and global nursing to inform change in practice and delivery of care. Pou six: Rangatiratanga and leadership - Descriptor 6.6 Understands the impact of healthcare provision on global and local resources, demonstrates and supports the constant assessment and improvement of sustainability practices.

Principles of cultural safety and Te Titiri o Waitangi are applied to information management.	Applies Te Tiriti o Waitangi and the broader aspects of Kawa Whakaruruhau and cultural safety²³ to the management of digital health information, recognising obligations to partnership, equity and protection for Māori patients and whānau. Actively identifying and challenging system limitations that reduce Māori whānau access to, or engagement with, culturally appropriate health care. Uses inclusive information practices, including accurate collection of ethnicity and gender data, appropriate use of adapted technologies, and respect for Māori data sovereignty, to ensure digital health systems uphold mana and support culturally safe care.^{27–29} Ethnicity data collection.²⁸ • Gender data collection • Adaptive technologies Considers data sovereignty in information management.²⁹	Pou one: Māori Health • Descriptor 1.1 Engages in ongoing professional development related to Māori health and the relevance of Te Tiriti o Waitangi articles and principles. Pou two: Cultural Safety • Descriptor 2.5 Contributes to a collaborative team culture which respects diversity, including intersectional identities, and protects cultural identity by acknowledging differing worldviews, values and practices. Pou four: Pūkengatanga and evidence-informed nursing practice • Descriptor 4.7 Understands cultural preferences for complementary treatment, such as the use of rongoā, and supports integration into care.
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Principle 2. Integration of digital health into patient care delivery

Nurses effectively use digital health alongside communication skills to deliver quality nursing care and improve patient outcomes.

Description	Examples from practice	Example of how it relates to pou with descriptor:
Uses digital health technologies in a considered way, that supports a therapeutic relationship in partnership with the patient.	Nurses work in partnership with patients to locate and share health information that supports understanding, informed participation, and person-centred care. Examples include the use of digital health to overcome communication barriers such as medical terminology, support for people when English is not their first language, educating patients using visual materials and using apps to track health.	Pou one: Māori Health • Descriptor 1.2 Advocates for health equity for Māori in all situations and contexts. • Descriptor 1.4 Uses te reo and incorporates tikanga Māori into practice where appropriate. Pou two: Cultural Safety • Descriptor 2.1 Practises culturally safe care which is determined by the recipient. • Descriptor 2.3 Engages in partnership with individuals, whānau and communities for the provision of health care. • Descriptor 2.4 Advocates for individuals and whānau by including their cultural, spiritual, physical and mental health when providing care. Pou three: Whanaungatanga and communication • Descriptor 3.2 Determines the language and communication needs (verbal and non-verbal) of people, whānau and communities. • Descriptor 3.3 Incorporates professional, therapeutic and culturally appropriate communication in all interactions. • Descriptor 3.5 Assesses health-related knowledge, provides information and evaluates understanding to promote health literacy

Assess the patient's level of digital and health literacy and provides support tailored to their needs.	Assesses individuals' language, communication, digital, and health literacy needs, and adapts communication and documentation to support understanding and continuity of care.	Pou two: Cultural Safety • Descriptor 2.1 Practises culturally safe care which is determined by the recipient. • Descriptor 2.2 Challenges racism and discrimination in the delivery of nursing and health care. • Descriptor 2.3 Engages in partnership with individuals, whānau and communities for the provision of health care. Pou three: Whanaungatanga and communication • Descriptor 3.2 Determines the language and communication needs (verbal and non-verbal) of people, whānau and communities. • Descriptor 3.3 Incorporates professional, therapeutic and culturally appropriate communication in all interactions. • Descriptor 3.7 Uses appropriate digital and online communication. Pou four: Pūkengatanga and evidence-informed nursing practice • Descriptor 4.8 Demonstrates digital capability and online health literacy to support individuals, whānau and communities to use technology for managing health concerns and promoting wellbeing. Pou five: Manaakitanga and people-centred care • Descriptor 5.1 Ensures integrated relational and whakapapa-centred care to meet the needs of people and whānau. • Descriptor 5.4 Establishes, maintains and concludes safe therapeutic relationships.
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Adapts nursing care to the virtual environment when required.	Supports patients and whanau to safely and effectively use digital health tools (e.g. mHealth devices and apps, other health related apps, remote patient monitoring and patient portals). Uses patient-generated data to inform care and shares relevant information to support coordinated patient care.	Pou three: Whanaungatanga and communication • Descriptor 3.3 Incorporates professional, therapeutic and culturally appropriate communication in all interactions. • Descriptor 3.4 Communicates professionally to build shared understanding with people, their whānau and communities. • Descriptor 3.7 Uses appropriate digital and online communication. Pou four: Pūkengatanga and evidence-informed nursing practice • Descriptor 4.8 Demonstrates digital capability and online health literacy to support individuals, whānau and communities to use technology for managing health concerns and promoting wellbeing.
Uses electronic patient data and information to inform safe, timely, and evidence-based clinical decision-making.	Accesses electronic patient records to collect relevant assessment data and accurately documents information to identify trends and changes in patient care. Uses data to make safe, timely, and evidence-based decisions that are clearly and professionally documented to support patient care and safety. Safe practice includes maintaining professional responsibilities around cybersecurity. For example, ensuring personal use of passwords, swipe cards and logins.	Pou three: Whanaungatanga and communication • Descriptor 3.3 Incorporates professional, therapeutic and culturally appropriate communication in all interactions. • Descriptor 3.7 Uses appropriate digital and online communication. Pou four: Pūkengatanga and evidence-informed nursing practice • Descriptor 4.8 Demonstrates digital capability and online health literacy to support individuals, whānau and communities to use technology for managing health concerns and promoting wellbeing Pou five: Manaakitanga and people-centred care • Descriptor 5.1 Ensures integrated relational and whakapapa-centred care to meet the needs of people and whānau. • Descriptor 5.3 Facilitates opportunities for people and whānau to share their views and actively contribute to care planning, decision-making and the choice of interventions. • Descriptor 5.4 Establishes, maintains and concludes safe therapeutic relationships.

Principle 3. Quality digital health

Nurses combine data management, clinical judgement and evidence-informed nursing practice for the delivery of patient and whānau-centred care

Description	Examples from practice	Example of how it relates to pou with descriptor:
Accurately and systematically collects, manages and records data that is relevant to patient care, in the appropriate format	Collects and documents complete, accurate, and relevant patient data in approved digital electronic health record (EHR) systems (e.g. electronic observations, falls risk, and pressure injury risk) to support safe and effective handovers. Uses EHRs alongside clinical judgement to support coordinated, high-quality care through shared understanding within the healthcare team. Recognises that digital documentation errors, data misinterpretation, cybersecurity breaches, and misuse of AI are patient safety risks.	Pou three: Whanaungatanga and communication - Descriptor 3.6 Ensures documentation is legible, relevant, accurate, professional and timely. - Descriptor 3.8 Provides, receives and responds appropriately to constructive feedback.
Applies clinical judgement in assessing an output from digital software that uses artificial intelligence and understands the limitations and risks of AI-generated content.	Verifies the accuracy and relevance of information generated by digital scribes and approved AI tools before using it in patient care. Uses purposeful prompts and critically evaluates AI-generated outputs to ensure decisions are safe, evidence-based, ethical, and within scope of practice. Recognises that AI tools can produce confidently stated but inaccurate information (hallucination) and verifies outputs against trusted clinical sources before acting on them.³⁰ Uses considered prompts when accessing AI-generated information and critically evaluates outputs to ensure safe, evidence-based, and within scope of practice decisions. Engages in ethical use of AI.³¹ Considers the wider ethical and sustainability implications of AI and digital infrastructure, including environmental impacts associated with energy consumption and data management. Understands that AI tools may reflect bias and considers implications for equitable, culturally safe care.	Pou four: Pūkengatanga and evidence-informed nursing practice - Descriptor 4.3 Implements and evaluates effectiveness of interventions and determines changes to the plan of care. - Descriptor 4.11 Understands and works within the limits of expertise and seeks guidance to ensure safe practice. Pou five: Manaakitanga and people-centred care - Descriptor 5.2 Upholds the mana of individuals, whānau and the nursing profession by demonstrating respect, kindness, honesty and transparency of decision-making in practice. Pou six: Rangatiratanga and leadership - Descriptor 6.6 Understands the impact of healthcare provision on global and local resources, demonstrates and supports the constant assessment and improvement of sustainability practices.

Understands the benefits and risks associated with digital health technologies and chooses appropriate tools and software relevant to the patient and whānau they are caring for	Selects and uses digital health technologies appropriate to the patient's needs, context, and whānau circumstances, balancing benefits and potential risks. Critically appraises the quality, relevance and source of digital tools and information while applying clinical judgement to ensure safe, evidence informed and culturally appropriate care.	Pou one: Māori Health • Descriptor 1.3 Understands the impact of social determinants, such as colonisation, on health and wellbeing. Pou two: Cultural Safety • Descriptor 2.2 Challenges racism and discrimination in the delivery of nursing and health care. • Descriptor 2.4 Advocates for individuals and whānau by including their cultural, spiritual, physical and mental health when providing care.
Evidence informed nursing care to enable critical decision making	Maintains up-to-date knowledge of digital health tools and critically appraises their relevance, quality and evidence base. Demonstrates awareness of the evolving digital health landscape through safe and considered engagement with existing and emerging technologies including AI, big data, the Internet of Things, and robotics. Recognises that ongoing learning and reflective practice underpin continuous improvement and responsiveness to evolving digital health practice.	Pou four: Pūkengatanga and evidence-informed nursing practice • Descriptor 4.3 Implements and evaluates effectiveness of interventions and determines changes to the plan of care. • Descriptor 4.12 Maintains awareness of trends in national and global nursing to inform change in practice and delivery of care. Pou five: Manaakitanga and people-centred care • Descriptor 5.2 Upholds the mana of individuals, whānau and the nursing profession by demonstrating respect, kindness, honesty and transparency of decision-making in practice. Pou six: Rangatiratanga and leadership • Descriptor 6.3 Understands continuous learning and proactively seeks opportunities for professional development. • Descriptor 6.4 Engages in quality improvement activities.

Principle 4. Digital capability

Nurses demonstrate digital literacy, critical thinking and the integration of digital health into their nursing practice.

Description	Examples from practice	Example of how it relates to pou with descriptor:
Uses evidence-based literature and other appropriate sources to inform patient and whānau centred care	Uses digital tools to access patient data, evidence-based literature, clinical guidelines and organisational policies, and applies this information to nursing care. Critically appraises digital information sources, to ensure they are current, credible and fit for purpose before use in practice.	Pou three: Whanaungatanga and communication - Descriptor 3.5 Assesses health-related knowledge, provides information and evaluates understanding to promote health literacy. Pou four: Pūkengatanga and evidence-informed nursing practice - Descriptor 4.8 Demonstrates digital capability and online health literacy to support individuals, whānau and communities to use technology for managing health concerns and promoting wellbeing. - Descriptor 4.10 Identifies, assesses and responds to emerging risks and challenging situations by adjusting priorities and escalating to the appropriate person. Pou five: Manaakitanga and people-centred care - Descriptor 5.1 Ensures integrated relational and whakapapa-centred care to meet the needs of people and whānau.
Is able to assess own digital literacy learning needs and seeks guidance and support when appropriate	Proactively engages with opportunities to enhance own digital capability. Seeks learning and support to safely and effectively use educational and clinical systems, including Learning Management Systems, email, databases, ePortfolios, health and safety reporting and organisational intranets.	Pou four: Pūkengatanga and evidence-informed nursing practice - Descriptor 4.10 Identifies, assesses and responds to emerging risks and challenging situations by adjusting priorities and escalating to the appropriate person. - Descriptor 4.11 Understands and works within the limits of expertise and seeks guidance to ensure safe practice. Pou six: Rangatiratanga and leadership - Descriptor 6.5 Identifies and responds appropriately to risk impacting the health, safety and wellbeing of self and others to practise safely.

Is proactive and motivated to use digital health in their practice alongside organisational support	Engages with workplace digital technologies such as, acuity systems (e.g. Trendcare), patient or practice management systems (e.g. EHR, scheduling and clinical documentation systems), and telehealth services (including remote monitoring) , auxiliary devices (e.g. pumps, blood pressure monitoring) which can be integrated into the patient record to support safe, timely, and coordinated patient care. Actively adopts new digital workplace technologies, with organisational support, to ensure safe, appropriate, effective, and within scope of practice use.	Pou three: Whanaungatanga and communication • Descriptor 3.7 Uses appropriate digital and online communication. Pou four: Pūkengatanga and evidence-informed nursing practice • Descriptor 4.10 Identifies, assesses and responds to emerging risks and challenging situations by adjusting priorities and escalating to the appropriate person. • Descriptor 4.11 Understands and works within the limits of expertise and seeks guidance to ensure safe practice. Pou six: Rangatiratanga and leadership • Descriptor 6.2 Demonstrates professional and ethical accountabilities in practice and adheres to the Nursing Council of New Zealand Code of Conduct, relevant legislation and organisational policies and procedures. • Descriptor 6.3 Understands continuous learning and proactively seeks opportunities for professional development. • Descriptor 6.4 Engages in quality improvement activities. • Descriptor 6.5 Identifies and responds appropriately to risk impacting the health, safety and wellbeing of self and others to practise safely.
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Glossary

Application (app)	An app, an abbreviation for application, is a software program designed to perform specific functions for users on devices like smartphones, tablets, or computers. Apps can serve various purposes, such as entertainment, communication, productivity, or business operations, and are commonly accessed through app stores or web browsers. ³²
Artificial Intelligence (AI)	An AI system is a machine-based system that can, for a given set of human-defined objectives, make predictions, recommendations, or decisions influencing real or virtual environments. AI systems are designed to operate with varying levels of autonomy. ³¹ AI can include generative AI as well as agentic AI.
Digital literacy	The ability to search, retrieve, understand, and judge electronically held health information and use the knowledge gained to address a health problem. ⁷ Digital literacy is the ability to access, manage, understand, integrate, communicate, evaluate and create information safely and appropriately through digital technologies. It includes competences that are variously referred to as computer literacy, ICT literacy, information literacy and media literacy. ³³
Electronic Health Record (EHR)	An electronic health record (EHR) is a systematised collection of patient health information stored in a digital format, similar to a digital version of a patient's paper chart. EHRs are real-time, patient-centred records that make information available instantly and securely to authorised users. ³⁴
eVitals	eVitals is a mobile solution that enables nurses to record and monitor a patient's bedside vital signs on a mobile phone (or other device), calculates the Early Warning Score and provides alerts if a patient is deteriorating. The information is readily accessible by all clinical people at the time they need it, including remotely, so the nurse and doctor can make informed clinical decisions for the patient. ³⁵
Internet of Things	The Internet of Things (IoT) describes the network of physical objects—"things"—that are embedded with sensors, software, and other technologies for the purpose of connecting and exchanging data with other devices and systems over the internet. These devices range from ordinary household objects to sophisticated industrial tools. ³⁶
Interoperability	The ability to exchange and use information across different networks and applications. ⁷
Kawa Whakaruruhau	Kawa Whakaruruhau (cultural safety within the Māori context) in nursing is the practice of delivering care that respects and upholds the cultural identity, values and rights of Māori, ensuring their mana and cultural beliefs are protected. It emphasises equitable patient-centred care that empowers Māori and their whānau to make health decisions that align with their cultural practices, addressing power imbalances in health care. Grounded in Te Tiriti o Waitangi, kawa whakaruruhau protects the rights of Māori to self-determination and equitable healthcare outcomes, ensuring they are not marginalised or discriminated against in the system. ²³
mHealth	Mobile Health or mHealth uses mobile communication technologies, including the delivery of health information, health services and healthy lifestyle support programmes. Mobile communication devices include mobile phones (usually smartphones), tablet computers, mobile sensors and other devices that use cellular networks, Wi-Fi or Bluetooth. Functionality includes text messaging (SMS), smartphone/tablet apps, mobile web browsing, video calling, MMS/pxt, and allowing the mobile use of technologies such as QR code scanning (this stands for Quick Response code - a two-dimensional matrix barcode that stores encoded data) and GPS (Global Positioning System). ³⁷

Patient Administration System (PAS) Patient Management System (PMS)	A Patient Administration System (PAS) is a foundational, non-clinical IT system that manages patient demographics, admission/discharge, booking, and waitlists, more commonly seen in the inpatient setting.³⁸ A Patient Management System (PMS) is a broader, clinical-administrative platform that includes scheduling, billing, and clinical workflows, serving as the central hub for patient data, including history and treatments.³⁹
Patient Portal	A patient portal is a website designed to promote personal health care. These platforms aid with keeping an accurate record of prescriptions, health care provider visits, billing, test results, among other things. Patient portals can also be used to facilitate communication.⁴⁰
Personal Health Record (PHR)	Personal health records are collections of information about a person's health. A personal health record can be as simple as an immunisation record. In previous years, health records were usually stored in a folder in paper format, which had many shortcomings as they could go missing or get damaged. Digitisation has seen the evolution of personal health records to the point where medical professionals and patients can now access, use, and share personal health records online and in a digitised format at any time by using devices that can access the web, such as computers, smartphones, and tablets.⁴¹
Practice Management System (PMS)	Practice management software/ system is type of healthcare software system that manages the day-to-day operations of a clinic, more commonly seen in primary care or in a private based clinic. Key functions include appointment scheduling, billing, patient data management, claims processing, and collating reports for the running and management of medical and healthcare practices. Its core purpose is to help organise administrative tasks, streamline bookings, simplify invoice creation and billing, and manage patient medical records.³⁹
Telehealth	Using information and communications technologies for long-distance clinical healthcare, health-related education, public health, and health administration.⁷

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