



# Credentialing Solution

Streamline credentialing and clinical  
governance



# Overview

In the fast-paced world of healthcare, where patient safety is everything, there's a quiet but critical process happening behind the scenes: **Credentialing**. It doesn't often get the attention that frontline care or new technologies receive, but without a robust credentialing framework, the system simply can't function safely or effectively.

Credentialing is essentially about trust, making sure that every healthcare practitioner is properly trained, qualified, and competent to perform their clinical duties. Managing credentialing across multiple facilities, professions, and regulatory bodies can get messy quickly. It's not just about ticking boxes; it's about maintaining a dynamic, up-to-date view of practitioner suitability and risk, and being able to respond when things change.

That's where digital credentialing systems come in.

## Why credentialing needs a smarter system

Traditionally, credentialing has been managed through spreadsheets, emails, and paper trails. While this might work in smaller organisations or when staffing is stable, the reality is that today's health workforce is more mobile, specialised, and governed by complex regulatory standards than ever before.

Add to that the growing focus on **clinical governance**, **patient safety**, and **data transparency**, and it becomes clear that credentialing needs to be more than just a once-every-five-years check-in.

Many policies still recommend formal credentialing reviews every five years, but in practice, organisations are recognising the need for a more proactive model. Interim reviews, scope changes, locum appointments, and the introduction of new procedures or technologies all require timely credentialing actions. Waiting five years is often not enough.

## Cgov's Credentialing Solution: Practical and customisable

Cgov's Credentialing has been built with these realities in mind. Designed specifically for healthcare, it offers a flexible framework that supports the full credentialing lifecycle, from initial appointment to re-credentialing and performance-linked reviews.

Cgov simplifies credential management, helping to ensure compliance, reduce risk, and support quality care with flexible integration, automation, and real-time insights.





# Key highlights

## Automated workflows

Save time and improve efficiency by reducing manual tasks.

## Improved compliance

Stay aligned with standards using alerts and up-to-date records; supports NSQHS guidelines.

## Real-time visibility

Live status updates enable proactive decisions.

## Risk reduction

Address credentialing gaps early to prevent disruptions.

## Enhanced workforce readiness

Helps staff meet safer, higher-quality care requirements.

## Operational efficiency

Eliminate manual processes with automation, freeing up valuable administrative resources.

## Streamlining compliance and reporting processes

Helps to meet NSQHS Standard 1.23 and 1.24

[Read more: National Safety and Quality Health Service Standards \(NSQHS\)](#)



# System features

## 1 Comprehensive credentialing

Manage all credentials—licenses, certifications, and qualifications—in one place. Track expiry dates and automate renewal reminders with a centralised, accessible database.

### *Workflow types:*

Cgov's credentialing solution supports a wide range of credentialing workflows to match organisational needs:

- **New application** – First-time practitioner onboarding
- **Recredentialing** – Regular qualification renewal
- **Scope/location change** – Update clinical duties or sites
- **Urgent/temporary** – Fast-tracked short-term approvals
- **Hospital-initiated review** – Organisation-led credential checks
- **Mutual recognition** – Accepts external credentials
- **Custom workflows** – Configurable to your processes

## 2 Customised solutions

Cgov's credentialing solution supports customised requirements by enabling organisations to manage variations to the scope of practice with ease. Whether it's adding new procedures or specialties, it helps to ensure each request is assessed against the practitioner's qualifications and approved accordingly.

## 3 Real-time monitoring and insights

Dashboards with visual insights to track compliance status. Exportable reports for audits and management reviews.

## 4 Integration capabilities

Sync with HR, payroll, and rostering systems for seamless data flow. Gain more consistency across all platforms.

## 5 Mobile-friendly & accessible forms

Mobile-friendly, accessible forms that simplify the credentialing process. This flexibility helps streamline workflows and boosts overall engagement.

## 6 Automated workflows

Create approval and renewal workflows tailored to organisational needs. Set up alerts for pending or overdue credentials.



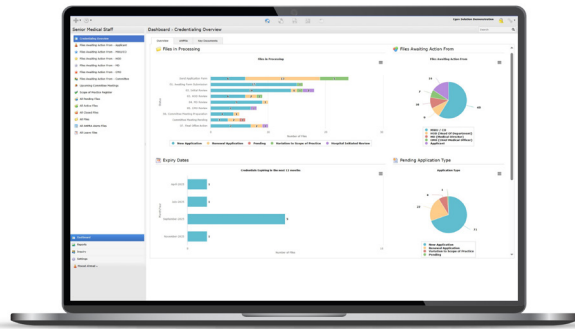
# Technical specifications

- **Deployment:** Cloud-based with secure data hosting.
- **Accessibility:** Mobile and desktop friendly.
- **Security:** End-to-end encryption and role-based access controls.
- **Customisation:** Fully adaptable to organisational processes.

## Flexible Credentialing Solutions

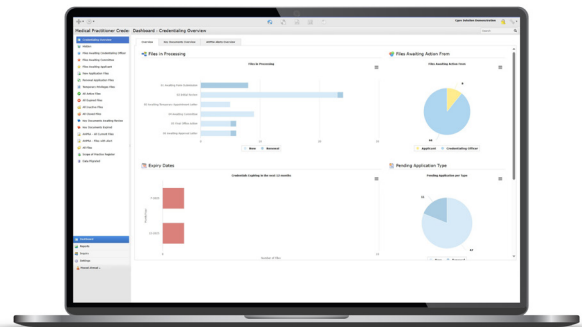
### Full vs Lite: Choose the right fit

The Credentialing Solution is available in two tiers: **Credentialing Full** and **Credentialing Lite**



### Credentialing Full

### Credentialing Lite



## Backed by experience: Proven in complex health systems

These leading Australian providers streamlined their credentialing workflows using Cgov, which helps improve clinical governance, audit compliance, and visibility across services.

Scan to download our case studies

Features/Functionality	Credentialing Full	Credentialing Lite
New Application Workflow		
Renewal Application Workflow		
Variation to Clinical Scope Workflow		-
Temporary Application Workflow		
Urgent/Emergency Application Workflow		-
Hospital Initiated Review Workflow		-
Custom Credentialing Workflow		-
Custom Scope of Clinical Practice list		
Automated Referees		
Number of Reviewers	Unlimited	1
Custom checklists		One time set-up
Custom Reports		Standard*
Custom Graphs		Standard*
Custom Branding including logo		
Custom sender email address		**
Single Sign-On	***	***
AHPRA Management <sup>1</sup>		
Key Document Management	Up to 6	Up to 3
Credentialing Committee App <sup>2</sup>		***
CSV Data migration tool		
SMS Messaging	***	***
Avant COI	***	***
Integration Services	***	***
8 GB storage		
Private Environment		
Annual Support- 15 hours per year		

#### Credentialing Lite and Credentialing Full

Standard – Refers to the features and functionality provided by Cgov as part of the project, without any customisation.

A custom sender email is available at an additional cost.

\*\*\* Options will be assessed separately and quoted accordingly.

1. AHPRA integration does not include the third-party usage fees, which are charged per practitioner per year.

2. The Credentialing Committee app can be included for an additional subscription and project fee

# Get started today

See the difference Cgov Credentialing solutions can make for your organisation.



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