Medilink Terms of Service

Advanced Professional Systems Pty Ltd. ACN 133 412 030, licensed owners and distributors of MEDILINK software, PO Box 7296, EAST BRISBANE QLD 4169, as at the 13th of February 2019.

MDS

Membership to service provides your Medilink updates & support during business hours.

It is a bi-annual subscription service. If you lapse VIPS membership you may be charged to re-join.

A maximum of 5 hours of support is included in the subscription, after which you will be consulted, and may be billed for further support at the after-hours rate.

Support pertains to Medilink specific issues, for example a Medilink error message like “cannot update patient details”. An example of a non-Medilink support issue is configuring Microsoft Office; while it is an external component that Medilink utilises, is not specifically a Medilink support issue.

Members should contact 1300 881 995 or support@medilink.com.au if you require service.

MDS A/H

This is for after-hours support, (although it may be performed during standard business hours support for clients without support arrangements).

A rate will be quoted by a sales/account representative. There will be a minimum of 1 hour per job per day, and will be billed in 15 minute increments after that point.

Support that falls under this category must be pre-organised where possible, (which is when we will provide the rate).

Support pertains to Medilink specific issues only, (see the MDS description for more details).

Call 1300 881 995 or email support@medilink.com.au if you require service.

Other

Some activities are outside of the scope of our subscription services and should be organised with our sales team on 1300 881 995 or sales@medilink.com.au

These include, (but are not limited to):

- Training
- Data Migration
- Reporting
- Custom Projects
- New Installs

Subscriber Requirements/Expectations:

- You must supply up-to-date contact names, email, phone and postal addresses to be a member of any subscription service.
- An internet connection with acceptable bandwidth is required for remote support, i.e., ADSL+2, although this is at the discretion of the support provider.
- Your hardware and infrastructure should be regularly maintained; for IT equipment, 3 years is a typical life span of hardware.
- You should have arrangements with local IT professionals to provide you with services of this nature. We have good relationships with local Medilink dealers who provide these services and can recommend someone should you require.
- You must have a suitable back-up process in place, we recommend online back-ups or at the very least, a data stick that is taken off-site.
- You must not be abusive to support operators, they are only here to help.
- We expect that there will be a primary contact who will liaise with Medilink regarding all issues; however, this does not always occur for various reasons. Practice staff calling Medilink and making requests are assumed to be authorised to do so both from a business decision and financial perspective, (we do not know the internals of your business); if in doubt the situation must be escalated internally within your organisation.

Miscellaneous

- Business hours are Monday to Friday 8:30 – 16:30 EST, exc. public holidays.
- A Medilink subscriber site is an entity that uses a single Medilink database, typically at a single practice location.
- We will measure support time as we see fit, using internal processes.
- We provide a 24/7 answering service on 1300 881 995, (subject to 3rd party up-time) or you may email us via support@medilink.com.au if you have any enquiries.
- We reserve the right to refuse service.
- As part of providing our services we may retain your data/logs/screenshots/usage statistics etc.. It is our policy to delete/anonymise sensitive data when it is no longer applicable to an active investigation. More info here: https://www.medilink.com.au/privacypolicy.php