

Submission by Cub Care Paediatrics-22 May 2023

I am the owner of an Australia wide Paediatric Healthcare service Cub Care (www.cubcare.com.au) we also service Queensland Health - Darling Downs region via www.ddkids.com.au We recently (around 1 month ago) finished the integration and conformance process for ePrescribing through Medisecure (as was guided to me in collaboration with ADHA). A process that took over a year, cost me and the business huge amounts of money. I have now been told that in under 6 weeks I must re-integrate, redo conformance with eRx etc. A frankly laughable idea, that potentially impacts every Medisecure customer, obviously massively exacerbating the problem and causing massive congestion on the eRx side. Further, eRx doesn't have a modern web API like Medisecure, so it is not a simple "like for like" substitution. Not to mention this is equivalent to going back to a horse and carriage for transport after having a modern car. From my perspective I would like reassurance that at minimum Medisecure can still be used for a substantial period of time to prevent suboptimal healthcare outcomes (which the government current funding deadline makes unlikely). An alternative scenario would be enabling Medisecure to act as an agent where they themselves integrate with eRx, we can continue with our existing integration (and the government fund this, and enable the users to claim funding). The cost and time this will create for me as a small business is significant, I will have to reassign developers to do this work and delay other important features. Costing me direct costs as well as the indirect costs of not achieving the launch of other features and services. The above are examples of how removing Medisecure from the marketplace will adversely impact Australian consumers. The reduction to a monopoly market would definitely create adverse competition and consumer outcomes by disincentivising technical and commercial improvements that competition brings.