

# MIRIXA<sup>®</sup> Messenger



- **Technology:** MirixaFind™ software shows its flexibility
- **Support:** Support Desk hours for the Christmas/New Year period
- **Network:** 2009 - Change in motion
- **Clinical:** Case Management
- **Company:** Notice of Changes to our General Terms and Conditions



## Technology

The MirixaFind software utility has successfully been identifying patients for the COPD Research Study in certain pharmacies. This demonstrates the sophisticated capabilities and flexibility of the software to identify patients based on varying inclusion/exclusion criteria in different program types.

## Support

### Support Desk hours for the Christmas/New Year period:

- Closed on 25th December, 28th December and 1st January
- Normal support hours for all other days throughout the festive season

## Network

2009 has seen the implementation and uptake of Mirixa Australia™ programs and software across the country. Over 2100 pharmacies have joined the network and are being paid for providing a professional service. This year has certainly shown pharmacy practice change in motion. We hope 2010 will bring even further momentum and success.

## Clinical

Pharmacies are reminded to check their MirixaPro™ platform case list at least every few days. Viewing the case list can help ensure patients are reminded of their next session. An email reminder of waiting cases can be set up which is encouraged for good case management.

## Notice of Changes to our General Terms and Conditions

This notice summarises the changes to the General Terms and Conditions of Mirixa Australia Network Participation that will come into effect on January 20th 2010.

These changes reflect change requests from the network.

### Summary of the changes to the General Terms and Conditions of Mirixa Australia Network Participation:

1. The exclusion and limitation in clause 9.5 does not apply where a party is subjected to a third party claim under clause 9.6. For example, if a third party makes a claim against a Mirixa Network Pharmacy and that claim arises out of the gross negligence of healthlinks.net, the Mirixa Network Pharmacy is indemnified for that claim under clause 9.6 and the exclusion and limitation in clause 9.5 will not apply to defeat, limit or exclude the claim;
2. The indemnity in clause 9.6 is now limited to third party claims. Each party indemnifies the other in respect of those claims. Also inserted is a new clause 9.7 requiring each party to give the other timely notice of claims and also reasonable assistance in the defence or settlement of such claims;
3. The GST provisions in clause 6 have been changed to a more standard format;
4. The definition of "Personnel" has been amended to include directors of a party in clause 13.1.

Pharmacies will be emailed a copy of the changed General Terms and Conditions of Mirixa Australia Network Participation document. A copy can also be downloaded through the MirixaReady™ platform.

Clause 2.1 of the General Terms and Conditions of Mirixa Australia Network Participation enables healthlinks.net Pty Ltd to alter or vary the Agreement or any Program Rules by at least 30 days written notice.



## Company

## Customer Support Enquiries

For all technical support and general Mirixa Australia enquiries, please contact the Mirixa Australia Service Desk:

Phone: 1300 MIRIXA (647492) | Email: [contact@mirixa.com.au](mailto:contact@mirixa.com.au)

Standard service desk operating hours in your Australian time zone Monday to Friday: 8:30am-5:30pm



# SUPPORT