

NOTICE TO ARGUS USERS (GP, Specialist & Allied Health Practices)

ArgusConnect has had an exceptional rate of increase in client numbers over the past 12 months and the community of Argus healthcare users now exceeds 9,000 practitioners. We are currently increasing by an average of 6 practices per day!

With this exceptional increase, however, analysis has shown that 68% of support cases over the past 12 months have been for clients that have not contributed to covering their support costs in any way.

It is not fair that the few Argus users who have paid for Priority Support should continue to subsidise the many that do not make any contribution to the services they use.

While the Argus software remains free to GP, Specialist and Allied Health practices and there are no per-message charges for sending or receiving messages via Argus, the operations of ArgusConnect are dependent upon receiving sufficient revenue from our support services to cover costs. ArgusConnect has no option but to discontinue services that do not contribute to our sustainability.

Accordingly, as of September 1st, ArgusConnect will be discontinuing the option of free support assistance to Argus users who notify problems to us via email or who try ringing our Help Desk.

From that date, only client sites that have paid for Priority Support will qualify for immediate assistance from the ArgusConnect Help Desk.

Support requests from clients that are not covered by Priority Support will only receive attention if they:

- immediately take up paid Priority Support; or
- authorise payment at the time of service (Such ad hoc requests for support will be charged in half hour increments based on a rate of \$330 per hour (i.e. minimum charge \$165). and will only receive assistance when there are no Priority Support cases in progress.

The sustainability of ArgusConnect is a matter of interest to every Argus user as they are all reliant on our ability to continue to provide technical support and to continue to enhance the product in line with current demand.

The experience of the vast majority of Argus users is very positive, and most Argus users are now recognising the benefits from Argus secure messaging to their practice. Secure messaging has been adopted into the routine work-practices of a vast range of healthcare practitioners and most are aware of the benefits not only to efficiency, timeliness and cost, but also the clinical benefits derived from these improvements.

Over the next few months, ArgusConnect will be urging all Argus users to take up paid Priority Support to ensure their own continued economic use of secure messaging, and the sustainability of Argus for the whole healthcare community.

All Argus users benefit from a large client adoption of the Argus Priority Support program. Please consider taking on Priority Support assurance for your own practice.

Visit: www.argusconnect.com.au and click on “Sign up for Priority Support”.