



FREQUENTLY ASKED QUESTIONS

What is Cubiko?

- Cubiko is a Practice Intelligence Platform, bringing together over 1000 data points for a practice in easy-to-understand dashboards.
- Cubiko integrates with MedicalDirector to help practices increase billings, provide better patient care, and substantially reduce time spent on reporting admin.
- Cubiko extracts data from your favourite programs and presents the information in a single view. The combined data is presented in an easy-to-understand intuitive platform. Helping you make informed and evidence-based decisions, by looking at trends within your practice and comparing your performance to your practice's budgets and targets.

Who is Cubiko for?

Cubiko for MedicalDirector is built for General Practice and can be used at all levels within the practice from Practice Managers and Owners to Doctors, Nurses and Receptionists. As a Practice Manager and/or Owner you have full control over which metrics and insights your team has access to which can be set up through Cubiko settings.

Who owns the data in Cubiko?

Cubiko's [Terms and Conditions](#) are explicit that each customer has ownership and control of their data.

Is the data (online and backup) always stored within Australia?

- Cubiko utilises tier-one Australian-based cloud technology providers whose infrastructure is designed to adhere to security and availability best practices. Your data is stored within Australian data centres and is subject to Australia's rigorous privacy laws. Access to the data is controlled with secure credentials and mandatory use of encryption in transit and at rest.
- Cubiko takes significant additional measures in respect of personal information shared by their medical practice customers for the purpose of providing their analysis services to them.
- Access to the data is controlled with secure credentials and mandatory use of encrypted connections.

For more information, please see their [Privacy Policy](#).

Will Cubiko use my data for industry benchmarking?

- Cubiko's [Terms and Conditions](#) that form the foundation of all partnerships with practices are explicit that each customer has ownership and control of their data.
- Data uploaded to Cubiko remains under the control of the providing medical practice, and its use is strictly limited to be an input into the analysis services they supply back to the providing practice.

- Touchstone, Cubiko's de-identified industry benchmarking feature is not currently available in Cubiko for MedicalDirector users. More information on this feature will be made available at time of release.

For more information, please see Cubiko's [Privacy Policy](#).

Does Cubiko de-identify all patient data?

Cubiko does not de-identify data ingest – in order to provide maximum value from the tool, Cubiko believes that some data points should be identifiable in order to be actionable. Cubiko does take steps to only extract data which is needed and excludes any unnecessary data points.

What is the scope, format, upload process and frequency of the data to be provided?

- Cubiko draws selected data from the practice management software (i.e., MedicalDirector) and stores it on tier-one Australian-based cloud technology providers.
- Currently Cubiko extracts tables from the MedicalDirector database. At the moment, there are about 35 tables Cubiko uses.
- Format: SQL extracts.
- Upload Process: To facilitate the secure transfer of data from your practice management systems, we use either direct cloud connection or an Australian-developed local agent which you install within the practice. Both agent and direct connections securely connect to Cubiko's cloud in Australia through HTTPS (TLS 1.2). Where a local agent is used, this creates a secure outbound connection, rather than requiring changes to the practice's firewall/security infrastructure.
- Frequency: Initial upload can be decided based on agreement with the practice.

What are the technical infrastructure and software requirements at practice end?

The recommended configuration for the integration runtime machine is at least 2 GHz, four cores, 8GB of RAM, and an 80-GB disk – this can run on the MedicalDirector server or another Windows server on the practices network.

Can the reporting metrics be aggregated at a company level?

- Currently, metrics are reported at a practice level.
- For multisite practices that are part of the same company/group, Cubiko is building a functionality to offer an aggregated view across all their practices (and only their practices) with a business management focus. This product is not available yet and will require a separate set of terms and conditions.

Can payment be made via EFT?

Yes, Cubiko will provide details on the invoice.

What will happen to the practice data upon the termination of the contract?

Cubiko does not save any data from practices that have cancelled their subscription. Upon the termination of the contract Cubiko will turn off the data uploads and delete all the historical data collected throughout the subscription.