

Date: 28/10/2021

To: Whom It May Concern

From: Mederev
Suite 1.01
1535 Dandenong Rd
Oakleigh, VIC 3166

Re: Letter of Support

To Whom It May Concern,

I write this letter in support of a 12-month trial of Strong Room's aged care medication management platform being offered to aged care providers.

Mederev is an innovative provider of medication management services to the Australian aged care sector. We drive excellence and improved health outcomes for all we serve through collaboration, innovation, education and research. We currently support in excess of 200 aged care facilities and 20,000 aged care residents to ensure their medication profiles are safe and appropriate. The aged care sector's digital infrastructure is limited and disjointed, with many administrative tasks still done predominantly by hand and across multiple paper forms and electronic platforms. These processes are immensely time consuming and subsequently take caregivers away from direct resident care.

The lack of connected IT platforms also unfortunately can lead to administrative errors and direct resident harm as a result. In addition, there are ongoing delays in the production and sharing of up-to-date medication management programs. In the worst case these errors and delays can lead to adverse drug events (ADE) and admissions into hospital or other serious events. It is critical for patient's medical information to be accurate and readily accessible between facilities and caregivers during these events.

We believe there is a need for an end-to-end digital platform like that which Strong Room proposes. This advance is necessary and has the potential to transform the ability of caregivers to provide safer and more co-ordinated care in the aged care sector. Strong Room's platform not only allows for providers to modernise outdated medication management systems and automate compliance, but it would also enable real-time data insights and evaluation processes around medication management. Strong Room's solution for polypharmacy and medication management reviews will enable consulting pharmacists like Mederev to better analyse the medication needs of our patients and mitigate harmful medication interactions. It will also furnish Aged Care providers with tools that will automate compliance with the new Aged Care Quality and Safety Commissions medication quality indicators.

The benefits of adopting this technology are the potential to decrease the incidence of ADE, increase the



time that caregivers can spend providing the care needs of residents, and decrease preventable hospital admissions. These benefits are aligned to the recent recommendations in the Royal Commission on Aged Care Quality and Safety.

Sincerest regards,



Clay Santos

General Manager



Marea O'Donnell MPS AACPA

Chief Pharmacist



Dr Stephen Nolan OAM FRACP FCICM

Clinical Director

26th November 2021

To Whom It May Concern,

I write this letter in support of a 12-month trial of Strong Room's aged care medication management platform being offered to aged care providers.

Careteq Limited is an Australian company, providing products and services to the healthcare sector across a number of verticals including medication management. We currently service over 350 aged care facilities and over 34,000 aged care bed licences through our medication management operations. Almost over 50% of our clients currently utilise paper-based systems but are looking for partners to provide solutions that help them progress into the digital world and automate their processes as much as possible.

The aged care sector's digital infrastructure is limited and disjointed, with many administrative tasks still done predominantly by hand and across multiple paper forms and electronic platforms. These processes are immensely time consuming and subsequently take caregivers away from direct resident care.

The lack of connected IT platforms also unfortunately leads to administrative errors and direct resident harm as a result. In addition, there are ongoing delays in the production and sharing of up-to-date medication management programs. In the worst case these errors and delays will lead to adverse drug events (ADE) and admissions into hospital or other serious events. It is critical for patient's medical information to be accurate and readily accessible between facilities and caregivers during these events.

After reviewing Strong Room's application, we believe there is a need for a widespread adoption of their proposed end-to-end digital platform. This advance is necessary and has the potential to transform the ability of caregivers to provide a safer and more co-ordinated care in the aged care sector. Strong Room's platform not only allows for providers to modernise outdated medication management systems and automate compliance, but it would also enable real-time data insights and evaluation processes around medication management. Strong Room's platform's in polypharmacy and medication management reviews will enable consulting pharmacists to better understand the medication needs of their patients and mitigate harmful medication interactions and the Aged Care providers with tools that will automate compliance with the new Aged Care Quality and Safety Commissions medication quality indicators.

The benefit of adopting this technology is its potential to decrease the incidence of ADE, increase the time that caregivers can spend providing the care needs of residents, and preventable hospital admissions. These benefits are aligned to the recent recommendations in the Royal Commission on Aged Care Quality and Safety.

Sincerest regards,

A handwritten signature in black ink, appearing to read 'Mark Simari'.

Mark Simari
Chairman