SaaS tasks & backups

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Zedmed Cloud is a Software as a Service (SaaS) solution, and this document provides a list of the routine tasks performed by Zedmed and the tasks that need to be requested. For on-prem customers moving to cloud, these tasks will have previously been the responsibility of the practice.

Zedmed Pty Ltd is an ISO/IEC 27001:2022 certified company with compliant Information security management systems.

Routine tasks

The following tasks are performed by Zedmed and do not need to be requested.

- Monthly Medicare fees updates.
- All other fee updates (as they become available).
- Zedmed upgrades.
- MIMS updates.

Adding and removing branches

To add or update a branch in Zedmed, please contact Zedmed support using the Zedmed Cloud Change Request form.

Adding and disabling users

When you have new or departing staff, Zedmed will create the Zedmed User account and 2FA, and disable access when a user leaves. These requests are processed within 1 business day using the Add/remove user request form.

New integration requests

If any of the following integrations were not set up as part of your cloud onboarding, they will need to be requested using the Zedmed Cloud Change Request form: MIMS, ICPC-2, Tyro, eRx, HealthLink Messaging, My Health Record, Medicare Online, ZedSMS and the Zedmed Doctors App.

Configuration management

Some of Zedmed's Practice settings and Global Settings are configured by Zedmed Cloud support and cannot be changed by practice users. If there is a setting that you want to be changed, please contact Zedmed Support on 1300 933 000. A ticket will be raised and Zedmed Cloud support will contact you to discuss the request.

Hosting

Zedmed Cloud servers and their backups are stored in Amazon (AWS) data centres within Australia.

Backups

Zedmed Cloud servers are backed up as follows:

- Hourly backups (kept for 6 hours)
- Daily Backups (kept for 7 days)
- Monthly backups (kept for 12 months)

Zedmed Cloud RPO
Recovery Point Objective (RPO) measures how much data could be lost (measured in time) after a recovery. For Zedmed Cloud customers, the RPO is 1 hour with the option to roll back to any of the last 6 hourly backups.

For example, if a system outage occurred 20 minutes after the last hourly backup, the recovered server would be missing the last 20 minutes of data recorded before the event occurred.

Zemded Cloud RTO
Recovery Time Objective (RTO) measures how long it takes to perform the recovery. Zedmed Cloud's RTO is 1 hour.

Backup storage
Zedmed Cloud servers and their backups are stored in Amazon (AWS) data centres within Australia.

Recovery options
The Zedmed Cloud backups are only used to recover full Zedmed Servers. The backups are not used to restore specific files or database entries if information is deleted at the practice.

For security and infrastructure questions, please contact your Zedmed Business Development Manager (BDM).