

# MedicineWise app decommission

The Commission will decommission the MedicineWise mobile app at midday (AEDT) on 10 February 2026, following a review of its use and the functionality of the app.

## Background

In January 2023, the [MedicineWise mobile application](#) was transitioned from the former NPS MedicineWise to the Australian Commission on Safety and Quality in Health Care (the Commission). The Commission has conducted a review of the app to assess:

- the uptake of the app by consumers and carers
- the utility of the app
- the resources required to maintain the app
- quality, safety and privacy risks
- alternate products available in the market.

## Review outcome

Key findings of the review included:

- Usage and retention of the app were low.
- The value proposition is not unique nor competitive. Other apps offer comparable or greater medication management functionality.
- The effort required to maintain safety, quality, and privacy are significant, when considered in proportion to the low number of active users.

Based on the findings of this review the Commission has made the decision to decommission the app.

## When will the app be decommissioned?

The app will be decommissioned at midday AEDT, on Tuesday 10 February 2026.

## Can I continue to use the app until it is decommissioned?

Yes, the app will continue to function on your device. The Commission will continue to use and store your information in line with the [Privacy statement for the MedicineWise App](#) and the [MedicineWise app Terms and Conditions](#) until this date.

## What will happen to the app on my phone after the decommission date?

The app will have limited functionality on your device and will no longer be updated. If you log out of the app or change your device, you will no longer be able to log in or use the app.

## What should I do with the app after the decommission date?

It is recommended the app be deleted from your device.

## What will happen to my data after 10 February 2026?

After the app is decommissioned, your information will be stored in line with:

- the Privacy Act 1988
- the National Health Reform Act 2011
- the Archives Act 1983
- the Protective Security Policy Framework
- The Commission's [Records Authority](#)
- the Commission's Privacy Policy, and
- the [MedicineWise app Terms and Conditions](#)

The Commission will securely store your information for a period of 7 years in Sydney, Australia, on Amazon infrastructure. Your information will not be used further or disclosed for any future purposes.

## What do I do if I do not want my data stored?

If you do not want your information to be stored as outlined above, you can request for it to be permanently deleted by emailing [QUMCustomerService@safetyandquality.gov.au](mailto:QUMCustomerService@safetyandquality.gov.au).

## Can I download my data from the app?

The Commission has developed additional reports within the app for users to download their information should they require it. Instructions for Android and iOS can be found [here](#).

## How can I find alternate products?

For information on medicines, users can continue to access Consumer Medicine Information leaflets through [Medicine Finder](#).

To find applications with similar functionality, the following search terms can be used in the App Store and Google Play Store.

- Medication list
- Dosage reminders

- Medication information
- Medication allergy tracker
- Record health information
- Record medical test results

If you have any concerns you should speak to your healthcare provider about your ongoing medication management.

## Who do I contact if I have questions?

If you have any questions, please email [QUMCustomerService@safetyandquality.gov.au](mailto:QUMCustomerService@safetyandquality.gov.au) or visit <https://www.nps.org.au/medicinewiseapp>