

Electronic Prescriptions for Prescribers and Dispensers

Master slide deck



Australian Government

Australian Digital Health Agency



Acknowledgement of Country



Gold Coast Primary Health Network would like to acknowledge and pay respect to the land and the traditional practices of the families of the Yugambeh Language Region of South East Queensland and their Elders past, present and emerging.

Webinar Housekeeping

- This event is being recorded and will be available on the GCPHN website in the next few days
- For privacy, cameras have been turned off and microphones muted
- For questions, please use the "Chat" option and post them to "everyone"
- There will be time at the very end of the webinar for questions.

Enjoy the Session



Electronic prescriptions overview



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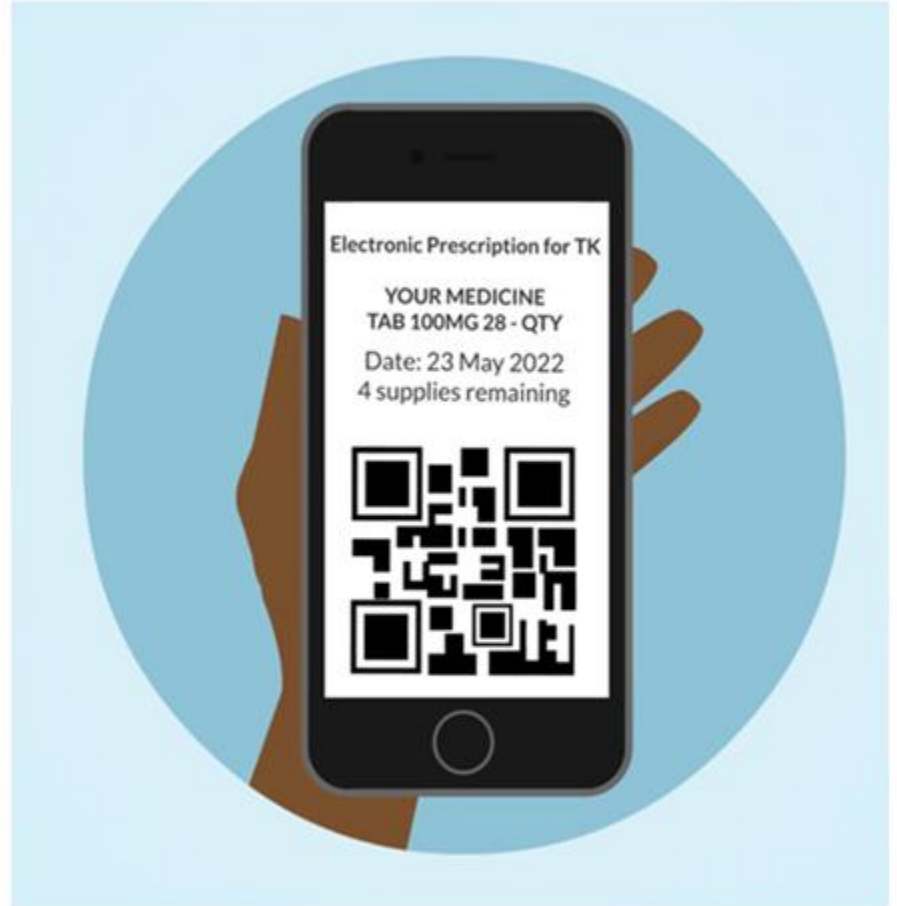


What are electronic prescriptions?

- An electronic prescription is a secure and convenient digital alternative to a paper prescription.
- You can choose to receive it directly from your healthcare provider or you can request it to be sent to your Active Script List (ASL).
- Most pharmacies are set up to dispense medicines using electronic prescriptions.

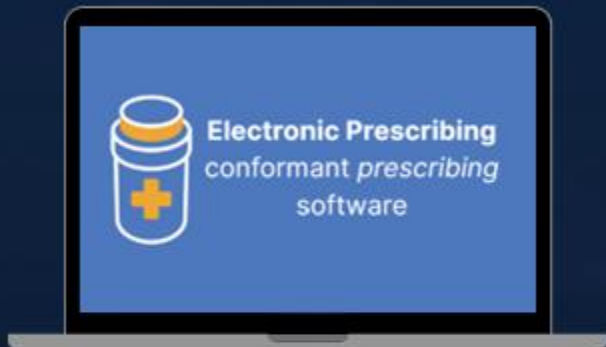
Benefits of electronic prescriptions

- Provides an alternative choice to paper (reducing handwriting errors and operational costs of printing)
- Convenient access to medication in a centralised location
- Supplements delivery of telehealth
- Protects community members from exposure to infectious diseases
- Maintains privacy
- Reduces the risk of lost barcoded paper prescriptions
- Reduces administrative burden for healthcare providers and organisations.



National Prescription Delivery Service (NPDS)

Prescriber



Community Pharmacy



Prescription generated



Individual receives token



Pharmacist scans token



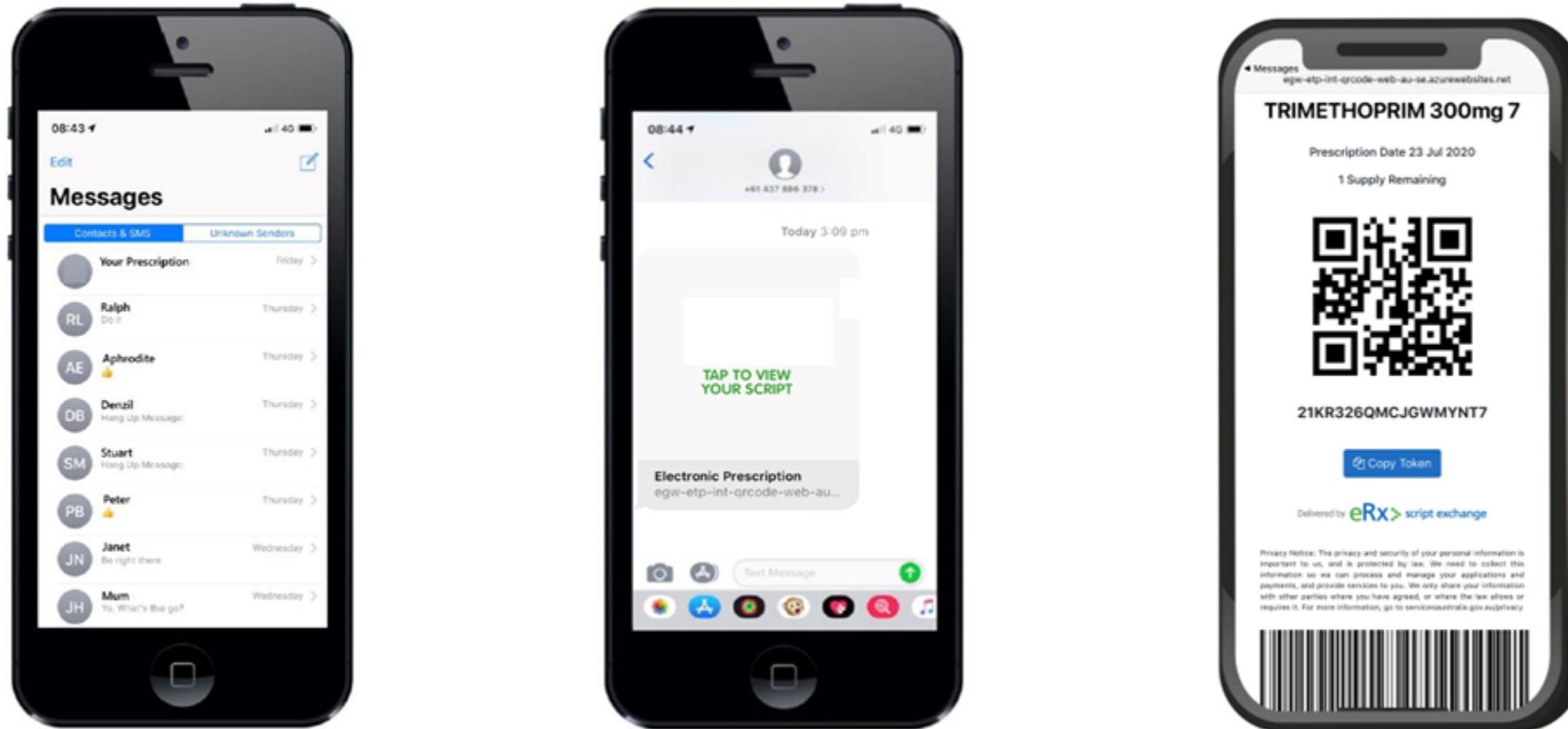
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What is an electronic prescription token?

- A token contains a unique QR code which can only be 'unlocked' by a pharmacy.
- Tokens also contain a DSPID/SCID, which is located at the bottom of the QR code or at the end of the generated URL link.
- The mobile device will display the token in a manner suitable for scanning.
- A unique token will be generated for each item prescribed and each repeat issued.



Electronic prescription token: Individuals perspective (SMS)



Example: token (SMS)



Electronic prescription repeats

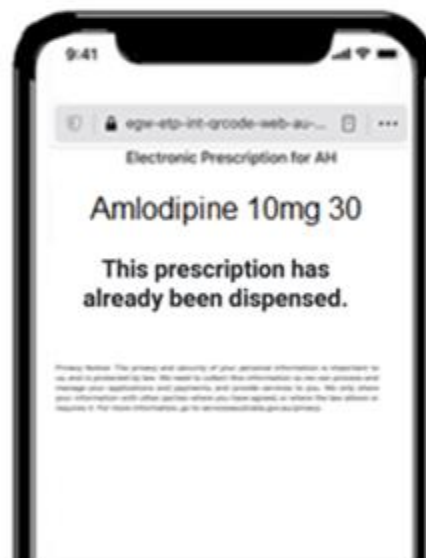
Pharmacies must provide the Individual with a new repeat token.



Token before dispensing



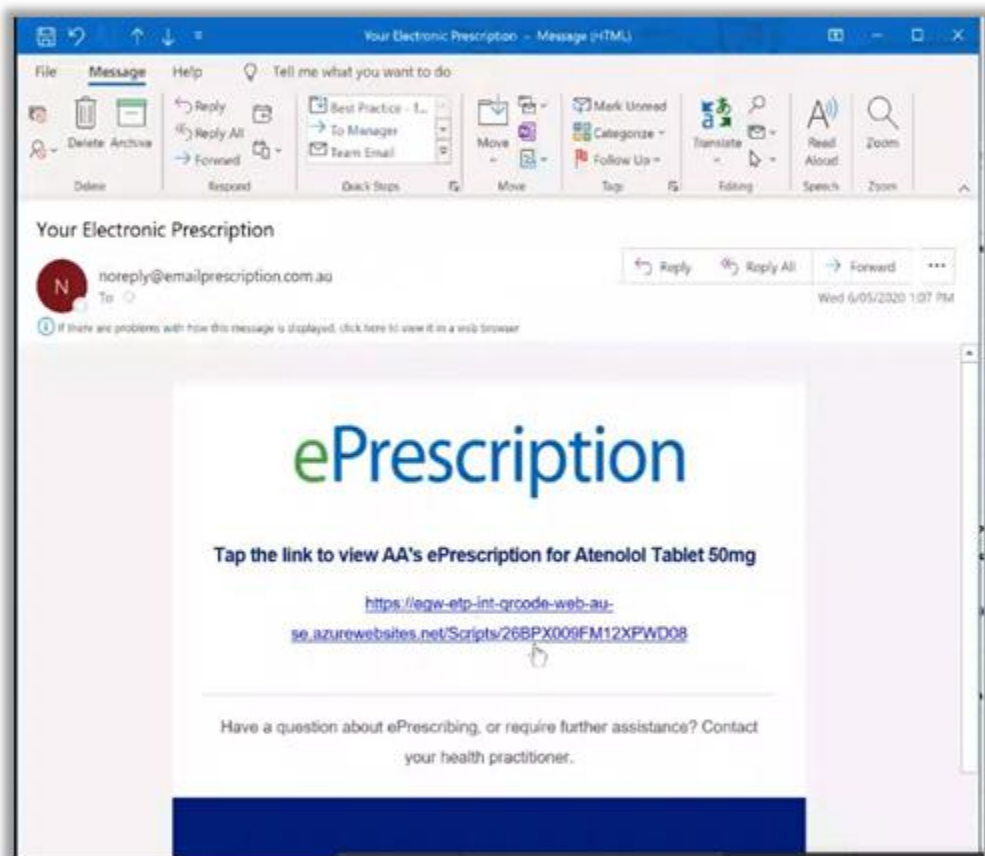
Token no longer valid
after dispensing



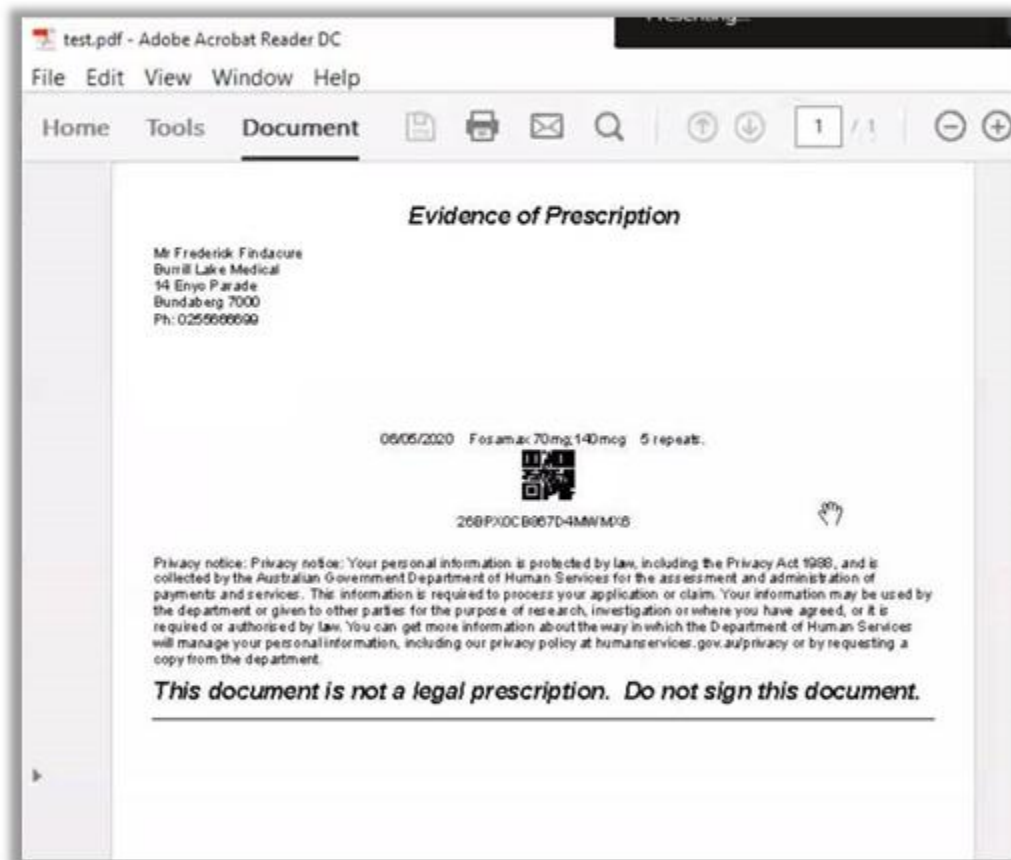
New token must be issued by
dispensing pharmacy software



Electronic prescription token: Individuals perspective



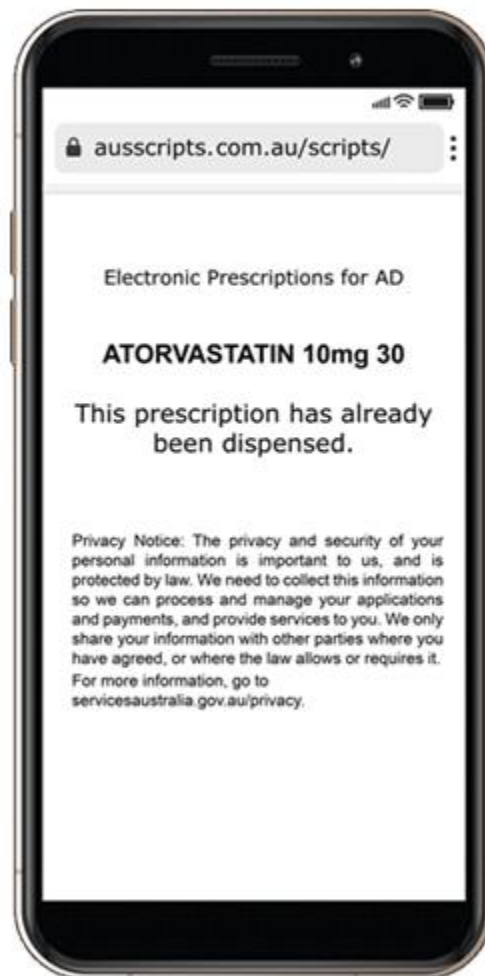
Example: emailed token



Example: Token displayed from email link



Token – expired, dispensed, or cancelled scripts



Electronic prescriptions: Summary of management options

Receive token on
mobile device as
SMS or Email



Register for an
Active Script List



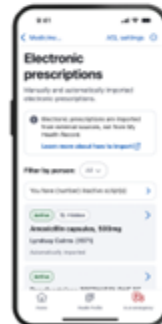
Carer/their
representative
receives token as
SMS/Email on behalf
of an individual



View and manage
ASL using authorised
apps



Use a mobile app to
store tokens



Active Script List



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What is the Active Script List (ASL)?

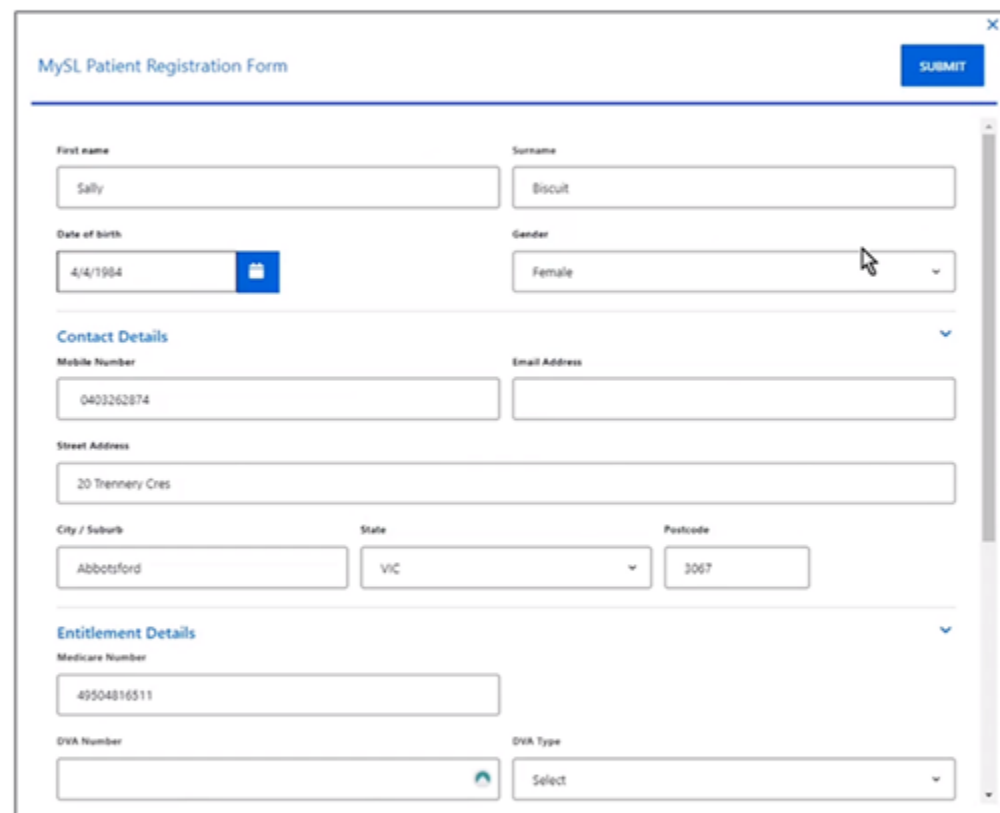
- A list of an individuals' active prescription tokens available to be dispensed.
- Pharmacies can access an electronic prescription for an individual from an ASL following consent and proof of identity.
- Registration completed by participating pharmacies or prescribers with compatible software.
- Dispensing software and some prescribing software have functionality to view an individuals' ASL.



Note: Pharmacists will often see ASL referred to as MySQL in their clinical software.

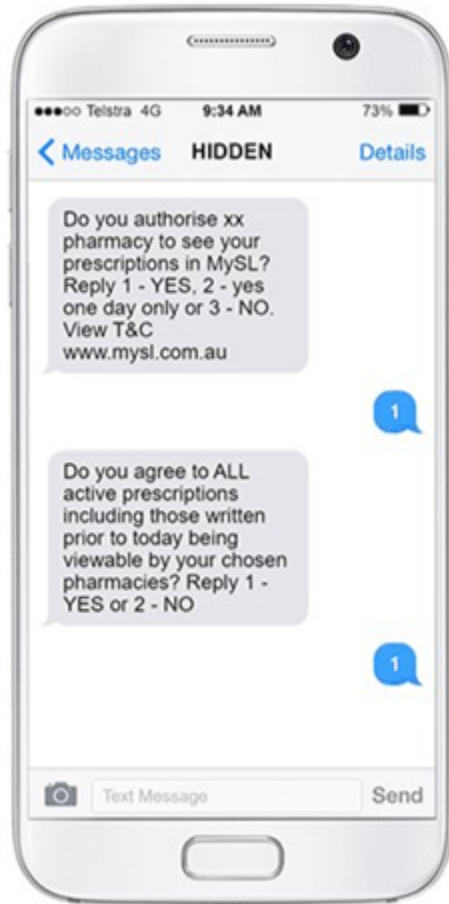
Registering an individual for the Active Script List (ASL)

1. Registration for an ASL prompted by individual or pharmacy staff.
2. Verify the individuals' identity.
3. Access ASL from conformant software (MySL).
4. Find the individual on the system and complete registration form.
5. A consent and access request is sent to the individual using their preferred contact method (SMS or email).
6. They acknowledge and respond to both messages, after checking the Terms & Conditions and privacy policy.



The screenshot displays the 'MySL Patient Registration Form' interface. At the top right is a blue 'SUBMIT' button. The form is organized into several sections: 1. Personal Information: Includes fields for 'First name' (containing 'Sally'), 'Surname' (containing 'Biscuit'), 'Date of birth' (containing '4/4/1984' with a calendar icon), and 'Gender' (a dropdown menu currently showing 'Female'). 2. Contact Details: A section header with a dropdown arrow. It contains fields for 'Mobile Number' (containing '0403262874') and 'Email Address' (an empty field). 3. Address: A section header with a dropdown arrow. It contains a 'Street Address' field (containing '20 Trennery Cres'), a 'City / Suburb' field (containing 'Abbotsford'), a 'State' dropdown menu (showing 'VIC'), and a 'Postcode' field (containing '3067'). 4. Entitlement Details: A section header with a dropdown arrow. It contains a 'Medicare Number' field (containing '49504816511'), a 'DVA Number' field (with a magnifying glass icon), and a 'DVA Type' dropdown menu (showing 'Select').

Registering an individual for the Active Script List cont.



Consent to access

- '1' - YES (Grant ongoing access)
- '2' - YES (Grant access to their ASL for 1 day only)
- '3' – NO (Refuse to grant access)

(NOTE: The individual must choose option '1' or '2' if they want the pharmacy/medical practice to access to their ASL)*

Pre-population of active prescriptions

The individual can respond with 'YES' or 'NO' to the second message.

If 'Yes', this allows an individuals' ASL to be pre-populated with all their existing prescriptions

Which prescriptions can be viewed via ASL

NOTE: The ASL should not be relied upon as a complete list of medicines which an individual is taking.



Select	Date Created ↓	Prescriptions	Dispensed	Type
☐	19/02/2021	Coplavix Tab 75mg 30	0 of 6	Token
☐	19/02/2021	Avapro Tab 150mg 30	0 of 6	Token
☐	19/02/2021	Coumadin Tab 2mg 50	0 of 4	Token
☐	19/02/2021	Coumadin Tab 1mg 50	0 of 4	Token
☐	19/02/2021	Lipitor Tab 10mg 30	0 of 6	Token
☐	19/02/2021	Minipress Tab 5mg 100	0 of 6	Token
☐	07/12/2020	Ditropan Tab 5mg 20	0 of 4	Paper
☐	07/12/2020	Atorvastatin Tablet 80mg 20	0 of 12	Token
☐	07/12/2020	Alcaine Eye-drp 0.5% 15mL 100	1 of 6	Token
☐	07/12/2020	Ditropan Tab 5mg 100	0 of 4	Paper

Computer-generated barcoded paper prescriptions will be visible in the ASL but cannot be dispensed without the legal barcoded paper prescriptions.

Barcoded paper prescriptions which are dispensed manually by the pharmacist (i.e. not scanned) will not be shown in the ASL.



How do individuals use ASL?



1
An individual attends their preferred pharmacy and requests to be registered for an ASL



2
The individual attends the doctor and requires a prescription



3
If the individual chooses, an electronic prescription is provided and is automatically added to the ASL



4
The individual then presents to their preferred pharmacy, validates their identity, and medicine is dispensed from the ASL



5
The repeats, if any available, will be added to the ASL by the pharmacy



Carer and/or representative for Active Script List

Individuals may nominate a carer and/or representative to manage an ASL on their behalf and collect their medicines.

- **Carer:** a person/organisation who has the same ASL rights and access as the individual.
i.e. a parent collecting medicine for their child.
- **Representative:** a person whom the Individual has authorised to collect supplied medicines.
i.e. to receive a dispense on behalf of the individual.

The individual is responsible for getting consent from the carer/representative and communicating this to the healthcare provider.

Policy requirements

The regulatory framework for electronic prescriptions includes 3 policies which are available on [health.gov.au](#) [here](#):

- Security and Access Policy
- Privacy Policy
- Data Usage Policy.

Healthcare provider organisations that have been enabled for electronic prescriptions must operate in accordance with these policies. It is important to also read and understand the [Active Script List Privacy Framework](#).

If you have any further questions, please direct them to eprescribing@health.gov.au.



Legislation

The Australian Government has changed legislation to make electronic prescribing of PBS medicines legal.

PBS regulatory framework

Changes to the [*National Health \(Pharmaceutical Benefits\) Regulations 2017*](#) allow the use of an electronic prescription under the PBS.

Supporting instruments include:

- [*The Form of the Electronic Prescription 2019*](#)
- [*The Electronic Prescriptions Information Technology Requirements 2019*](#)
- [*The Form of the PBS Hospital Medication Chart*](#)

The [*National Health \(Supply of Pharmaceutical Benefits – Under Co-payment Data and Claims for Payment\) Rules 2022*](#) allow PBS claims from electronic prescriptions.

State and territory legislation

Relevant state and territory legislation has been amended to recognise electronic prescriptions as a legal alternative to paper prescriptions.

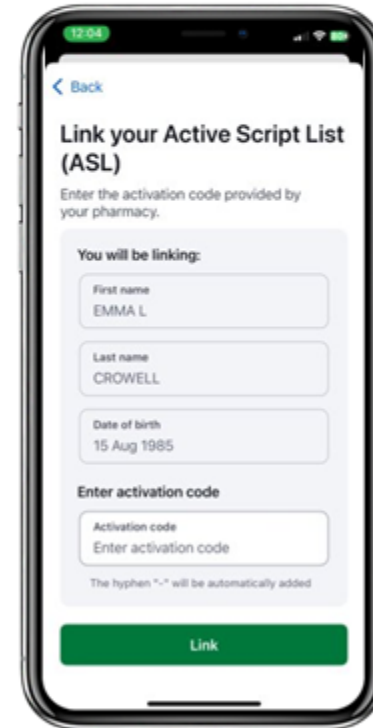
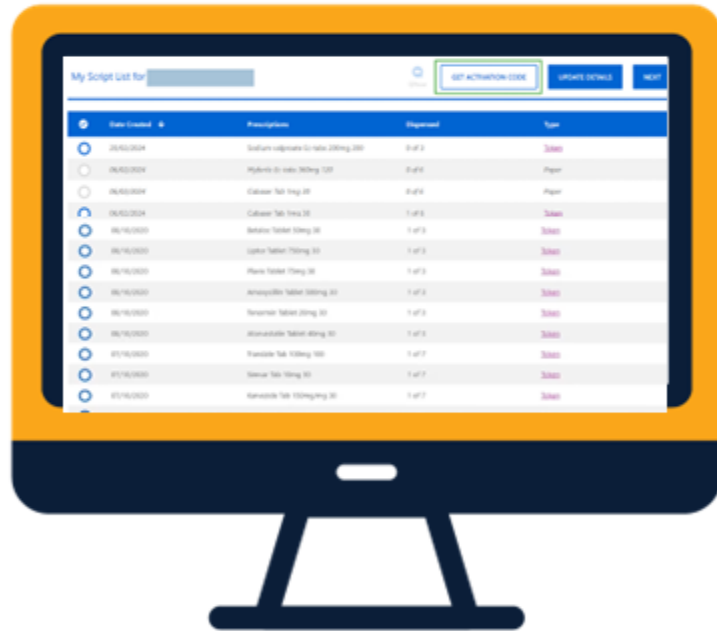
*Note: You are required to adhere to the [*National Health Act 1953 \(Cth\)*](#) and relevant state or territory regulations, particularly for controlled medicines.*

ASL Activation Code



What is an Active Script List 'Activation code'?

This is a code that an individual needs, to be able to link their Active Script List to conformant apps, allowing them to view and manage their ASL.

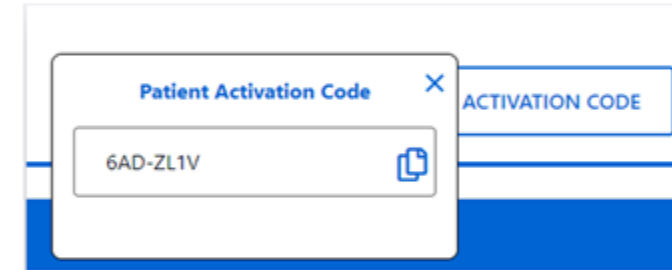


Activation code requested by an individual

An individual may ask for this 'Activation code' from pharmacy staff

You will need to:

- First ensure they are already registered for an ASL, if not please register them, as per normal processes.
- Generate the ASL 'Activation code'
- Provide code to the individual



Please note an ASL activation code is different to the code you would provide for your pharmacy's medication management apps.

How to generate an ASL activation code



Where the code is displayed will vary depending on what software you are using however, this is usually in your patient details or where you would typically view the individual's ASL.



To generate the 'activation code' there will be a button or tab to select, within the ASL screen.



It may display as 'get activation code', 'MySL Activation Code', 'Activation code' or similar wording.



Examples of 'Activation code' buttons

My Script List for

[GET ACTIVATION CODE](#) [UPDATE DETAILS](#) [NEXT](#)

☒	Date Created	Prescriptions	Dispensed	Type
☐	20/02/2024	Sodium valproate Ec-tabs 200mg 200	0 of 3	Token
☐	06/02/2024	Myfortic Ec-tabs 360mg 120	0 of 6	Paper
☐	06/02/2024	Cabaser Tab 1mg 30	0 of 6	Paper
☒	06/02/2024	Cabaser Tab 1mg 30	1 of 6	Token

FRED Dispense products

Active Script List (Customer no. 31160)

Patient: DRAGA DIAZ

[Retrieve MySL Activation Code](#) [Filter by Drug](#)

Script Date	Rpts Avail	Drug	Token
01/03/2024	11	QUESTRAN LITE 4.75 eqv. 4g, 50	12345678901234567890
27/02/2024	5	ONBRETZ 150mcg	12345678901234567890
31/01/2024	1	Nexium 24hr 20mg tablet: EC 7 20mg	12345678901234567890
24/01/2024	3	PROVERA 10mg	12345678901234567890
22/01/2024	5	150mg/12.5mg	12345678901234567890
15/01/2024	1	Oxycodone hydrochloride (OXYCONTIN) 40 mg	12345678901234567890
27/11/2023	1	DUOTRAV 0.004%-0.5%, 2.5mL	12345678901234567890
27/11/2023	1	PERINJECT 500mg/10mL	12345678901234567890
27/11/2023	1	CABASER 1mg	12345678901234567890
27/11/2023	1	40mg	12345678901234567890
27/11/2023	1	ASPIRIN CFC-FREE 100mcg, 200d	12345678901234567890
27/11/2023	1	475ECF 1mg (as mediate)	12345678901234567890

MINFOS

Update Patient Details

Patient Details

Basic Details | Safety Net Details | Allergies/Health | Accounts | Notes | Clinical Interventions | SMS | Clubs/Providers | Other

Personal

Surname: Given name:

Title: Sex:

Date of Birth: Patient No:

Contact

Address:

Suburb: State:

Postcode: Phone No.:

Mobile No.: License No.:

☐ SMS Repeat Reminders
☐ SMS Last Repeat Reminders
☐ SMS Owing Reminders

Email:

Medicare

Consent Given:

Medicare No.: Valid To:

Surname: Given name:

Concession

Concession No.: Valid To:

Safety Net No.: Valid To:

Rehabilitation No.: Valid To:

Rehabilitation Type: NDSS No.:

My HR

HR No.: HR Status:

Record Status: [Activation Code](#)

Doctor:

Default Doctor:

Date of birth and/or Medicare number is required to get HR number of patient for use with My Health Record

Z Dispense

Electronic Prescribing



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Access the individual's medicines list

The screenshot displays a medical software interface for a patient named BERNARD CAREY. The top section shows patient details: Name (BERNARD CAREY), D.O.B. (17/11/1957), Age (62 yrs), Birth Sex (Male), and a timer (1h 32m 55s). It also includes fields for Address, Medicare No., Record No., Phone, DVA No., Comment, Alcohol, and Advance Health Directive. Below this, there are tabs for Allergies / Adverse Drug Reactions, Reactions, Notifications, Fact Sheets, Preventive Health, Actions, and Reminders. The Notifications tab is active, showing a table with columns: Type, Due, and Reason. The table contains two entries: 'Preventive health' due on 15/05/2020 with the reason 'Vaccination against shingles should be considered', and another 'Preventive health' due on 15/05/2020 with the reason 'A smoking history should be recorded'. Below the notifications, there is a section for 'Expand' and 'Collapse' buttons. The bottom section shows a list of patient records with columns: Drug name, Strength, Dose, Quantity, Taken, and Run all checks. The 'Taken' column is highlighted, and a dropdown menu is open showing options: 'SMS (0431570156)', 'SMS (0431570156)', 'SMS (Other)', 'Email: bernard.carey@', and 'Email (Other)'. The 'SMS (0431570156)' option is selected. The bottom status bar indicates 'Currently logged in: Dr Frederick Findacure (Main surgery)' and the date 'Friday 15/05/2020 12:26:23 PM'.

BERNARD CAREY

File Open Request Clinical View Utilities Sp Comms Help

Name: BERNARD CAREY D.O.B.: 17/11/1957 Age: 62 yrs Birth Sex: Male 1h 32m 55s Finalise visit

Address: 4 KGOR CCT BREAKFAST POINT 2137 Phone: (0431570156) Gender: Not Recorded Pronouns:

Medicare No.: 2950476561-1 Record No.: DVA No.: N909030E Comment: Alcohol: Elite spots: Ethnicity: Advance Health Directive:

Occupation: Blood Group: Allergies / Adverse Drug Reactions: Reactions: Notifications: Fact Sheets: Preventive Health: Actions: Reminders:

Item: Reaction: Severity: Type: Due: Reason

Not recorded: Preventive health: 15/05/2020: Vaccination against shingles should be considered

Preventive health: 15/05/2020: A smoking history should be recorded

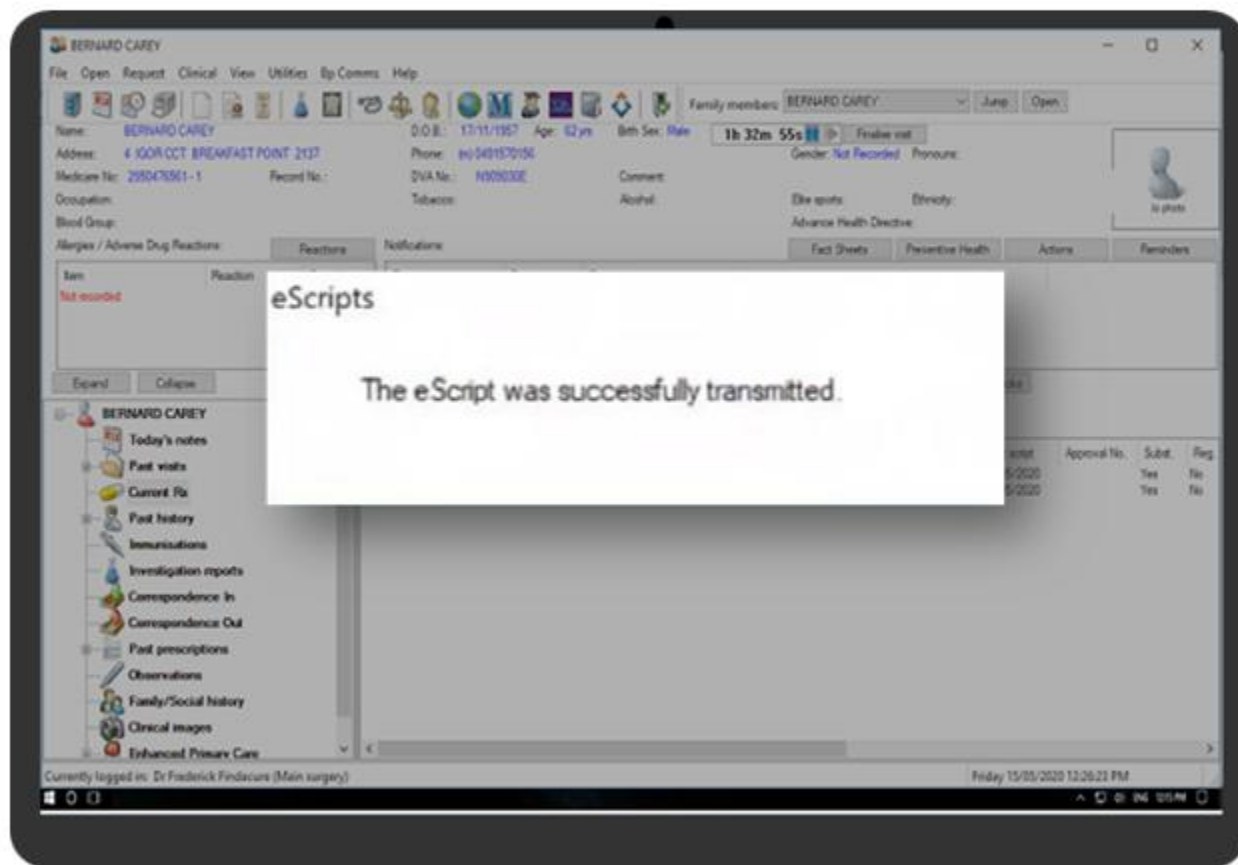
Expand Collapse Add Edit Delete Print eScript Taken: SMS (0431570156) Run all checks

Script date: 15/05/2020 Tick the boxes of the items that you want to print Items in red have been calculated to have been fully used

Drug name	Strength	Dose	Quantity	Taken	Run all checks
☐ Amoxil 250mg Capsule	250mg	2 Capsules Daily As directed	20		
☒ Oxycodone 5mg Tablet	5mg	1 Tablet Daily As directed	20		

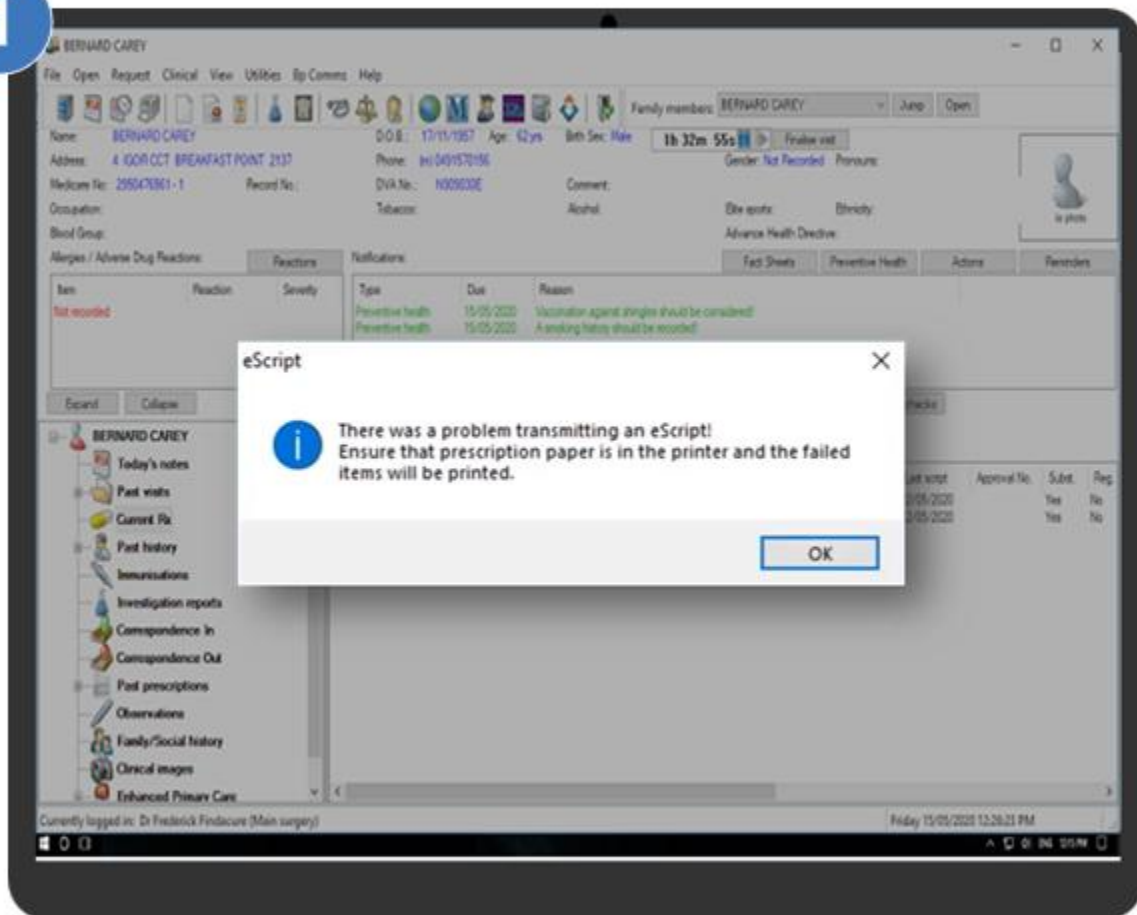
Currently logged in: Dr Frederick Findacure (Main surgery) Friday 15/05/2020 12:26:23 PM

Successful delivery of a token by prescriber



What if it is unsuccessful?

1



2

The screenshot shows a "Edit patient" form in a medical software interface. The form is divided into two columns. The left column contains fields for Title, Family name, Given name, Middle name, Preferred name, Date of Birth, Birth Sex, Gender Identity, Pronouns, Ethnicity, Address Line 1, Address Line 2, City/Suburb, Postcode, Postal Address, Home phone, Work phone, Mobile phone, Contact via, Email, and Consents to. The right column contains fields for Health Identifier, HI Status, Medicare No., Pension/HCC No., Pension card type, DVA No., Gold, Condition, Safety Net No., Record No., Patient ID, Usual doctor, Deny access to other users, Usual visit type, Usual account, Health Ins. Fund, Health Ins. No., Expiry, Religion, Head of family, Next of kin, Emergency contact, Occupation, Health Care Home, eScript Token, Created By, Created On, Last Updated By, and Last Updated On. A red note at the bottom states: "These name fields are used for Health Identifier lookups."



PBS Authority Prescriptions



Australian Government

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Normal process for prescribing

Script Details

Paracetamol 500mg Coated Tablet 500mg [20]
You selected: Panadol Tablets 500mg [20]

Dosage
Half a

Frequency
capsule
drop
puff
tablet
2 times a day
3 times a day
4 times a day
every 4 hours
every 6 hours
once a day
weekly

Instructions
after meals
morning and night
as directed
as needed
at night
before meals
in the morning

MIMS Reference Information
MIMS Dosage
Admin with water, other fluid every 4-6 hrs as nec. Use lowest effective dose for shortest poss duration. Adults, children > 12 yrs: 500-1000 mg (1-2 tabs); max 4 g (8 tabs)/day. Children 7-12 yrs: 250-500 mg (1/2-1 tab); max 2 g (4 tabs)/day

Drug Use
Analgesic, antipyretic. Temporary relief of pain (nd period, sinus), discomfort assoc with headache (nd migraine, tension), backache, toothache, muscular ache, arthritis (nd osteo), cold, flu symptoms; fever

Authority/RB/Sec100 Indication

Dosage Full Text
Take 1 tablet twice a day before meals

Undo Redo Clear

☒ Regular Use ☐ PRN ☐ Short Term

Quantity 1*20 Repeats 0 PBS does not allow repeats

Script Date: 14/09/2021

☐ Hide from display (archive) if not current

Medicine estimated to last until 12/10/2021

☒ Warn me to renew script after 05/10/2021

Drug Notes

PBS Status
☒ Private ☐ PBS / RPBS ☐ RPBS ☐ PBS ☐ Section 100

☐ Reg24 ☒ Authority

☐ Include Brand on Script
☐ Brand Substitution NOT Permitted

Add to encounter notes

Prescribe Electronically Prescribe Cancel

Go through authority number process

File Encounter

Open Patient

Derrington, Cale

Address:

DOB:

Age:

Medicare No:

File No:

MHR Status:

Documents

Problems

Allergies: Penicill

Warnings:

Phone Approval Hotline 1800 888 333 RPBS Hotline 1800 552 580

Jones, Marrianna-Louise

6 Jones PI GOWRIE 2904

Medicare Number: 22980398741

Pension/DVA Number:

Authority Number: 02000722

Prescriber Number: 9877773

Alendronic acid 70mg - Colecalciferol 140mcg Oral Tablet (70 mg/ 140 mcg) [4]

TAKE 1 TAB BEFORE MEALS

Quantity: 1*4 Repeats: 5

Streamlined Authority: 6306 Approval Number: 6306 Last:

Text to Appear on Prescription

Corticosteroid-induced osteoporosis Clinical criteria: * Patient must currently be on long-term (at least 3 months), high-dose (at least 7.5 mg per day prednisolone or equivalent) corticosteroid therapy, AND * Patient must have a Bone Mineral Density (BMD) T-score of -1.5 or less, AND * Patient must not receive concomitant treatment with any other PBS-subsidised anti-resorptive agent for this condition. The duration and dose of corticosteroid therapy together with the date, site (femoral neck or lumbar spine) and score of the qualifying BMD measurement must be documented in the patient's medical records when treatment is initiated.

Authority Restriction

6306 Corticosteroid-induced osteoporosis Clinical criteria: * Patient must currently be on long-term (at least 3 months), high-dose (at least 7.5 mg per day prednisolone or equivalent) corticosteroid therapy, AND * Patient must have a Bone Mineral Density (BMD) T-score of -1.5 or less, AND * Patient must not receive concomitant treatment with any other PBS-subsidised anti-resorptive agent for this condition. The duration and dose of corticosteroid therapy together with the date, site (femoral neck or lumbar spine) and score of the qualifying BMD measurement must be documented in the patient's medical records when treatment is initiated.

6319 Established osteoporosis Clinical criteria: * Patient must have fracture due to minimal trauma, AND * Patient must not receive concomitant treatment with any other PBS-subsidised anti-resorptive agent for this condition. The fracture

Comments/Notes about Fosamax Plus 70 mg/140 mcg Tablets[4]

☐ Send Directly to Patient? ☐ Previous Authority?

Postal Authority Defer Private Cancel



Review prescription and choose a method of delivery

The screenshot shows a medical software interface for electronic prescribing. The main window is titled "Electronic Prescription". It contains a patient's details, a list of prescriptions, and options for delivery method. A blue box highlights the "Electronic Prescribing Token delivery" section, and a red box highlights the "Prescribe Electronically" button.

Electronic Prescription

Dr Philip Davis RACGP
Branch 1
Level 3, 60 Albert Road
SOUTH MELBOURNE 3205
Prescriber Number: 9877773 Phone Number: 03 9284 3300

Patient's Name: **Ms Harrianna-Louise Jones** Patient's ID: **198741**
Address: **6 Jones Pl GOWRIE 2904** Pharmacist number: [blank]
Date of Birth: **19/05/1967** PBS Safety Net or dependant RPBS holder: ☐
Date: **14/09/2021** PBS substitutions not permitted: ☐

Paracetamol 500mg Coated Tablet 500mg [20]
TAKE 5, 4 TIMES A DAY
Qty: 1*20 0 repeats

Notes for pharmacist (staged supply, special approval, specific condition, etc). NOTE: may be visible to patient.
[Text area]

Route of Administration: **Oral**
Clinical Indication: [Text area]
Minimum Repeat Interval (days): [Text area]
Warrant number: [Text area]
☐ Unusual Dose
☐ Script is for urgent supply (script owing)

Electronic Prescribing Token delivery
☒ SMS: 0406991730
☐ Email: [Text area]
☐ No Electronic Token
☐ Print Paper Token

Prescribe Electronically Cancel

What is the process for S8 medicines?



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Schedule 8 Medicine Token



Example: Schedule 8 Medicine Token

- Schedule 8 (controlled) medicines can be prescribed and dispensed as electronic prescriptions.
- Electronic Schedule 8 prescriptions are not required to be in the prescriber's handwriting. However, depending on State/Territory legislation re-authentication may be required (e.g. re-enter password)
- Electronic Schedule 8 prescriptions **do not need to be kept in hardcopy** nor stored separately at the pharmacy.
- Electronic prescriptions do not replace real-time prescription monitoring requirements.
- Authorization/Warrant number must still be entered (if required).

NOTE: Electronic prescriptions must meet any additional State and Territory legislation, as for barcoded paper prescriptions. Prescribing psychostimulants may require additional approval numbers in some jurisdictions.

Withholding prescriptions from ASL



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Withdrawing consent to add electronic prescriptions to ASL



Individuals agree to their prescriptions being available in their ASL during registration.



If an Individual has an ASL, prescriptions will be uploaded to the ASL by default.



It is the Individual's responsibility to inform their prescriber/dispenser if they wish to withhold a prescription from their ASL.



Withdrawing consent to add electronic prescriptions to ASL: prescribing software

The screenshot shows the 'Enter Dose' window for 'CRESTOR TABLET 10mg'. The 'Active Script List' section is highlighted with a red box, showing the 'Exclude from Active Script List' checkbox. Other sections include 'Drug details', 'Dose', 'Frequency', 'Instructions', 'Route of Admin', 'Purpose of action', 'Duration of medication', 'MyHealthRecord consent', 'Active Ingredient Prescribing', and 'Script owing'.

- In this example, by default the check box for “Exclude from Active Script List” when prescribing will be unchecked.
- If the Individual requests the prescriber to withhold a script from the ASL, this box must be checked.

Example: Medical Director prescribing software

Withdrawing consent to add electronic prescriptions to ASL: dispensing software

Patient Name or Repeat No **MR CALEB DERRINGTON** Ph 0745555555
\$0.00 4 OLD TENTERFIELD RD., PADDYS FLAT 2469 Age 88 yrs 8 mths
MCare 2950-79071-11 to 01/2030

New ELECTRONIC Script

Script Date **10/03/22** Script Type **N**

Medical Doctor **WILLSON, ANNABELL** Prescriber No **2173711** Hospital Prov. No.

Drug or Repeat No **NOTEN TAB 50MG BLISTER** My HR? <Alt+E>

Directions **Take 1 d** Repeats **0** Quantity **30** Price **19.39**
Max 5 30

tablet

Warnings **F2T** Send Repeat to MySL? **No** Script Label **SN20DR**

Lbl Sig Warning
9 L9
12 L12+
16 L16+
I U

NOTEN TABLETS 50mg
Take ONE tablet
(ATENOLOL)

MR CALEB DERRINGTON Qty 30 Nil Rpts
10/03/22 Dr Annabell WILLSON \$19.39

Drug Details
ATENOLOL (G)
S4 NHS: 1081X NOT7 a
Class: B Blockers
Not Claimable **F2T**
Alphapharm Pty Ltd
PDE No: 100 003 (SIG)
Cost \$1.47 Retail \$13.55
CMI Exists

Example: FRED dispensing software



Healthcare providers responsibilities



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What do practice staff need to do?



Confirm Individual email address/mobile number when marking as 'arrived'



Train staff in electronic prescribing policies and procedures



Ensure connection to the National Prescription Delivery Service (eRx Script Exchange)



Ensure the practice is using the most up to date version of their electronic prescribing software

Role of the prescriber

- Annotate (using the 'prescriber note' functionality) an electronic prescription with relevant information if needed (e.g. specific requirements relating to state or jurisdiction)
- Confirm if the Individual would like to receive an electronic prescription and their preferred method (SMS or email)
- Issue an electronic prescription token
- Confirm receipt of token before end of consultation
- Re-issue an electronic prescription token if original misplaced
- Cancel a prescription if the Individual no longer requires it (this will deactivate the token issued)



What if?



An individual accidentally deletes a token from their device.



A token is sent to the wrong number/email.



An individual is unable to receive a token (e.g., does not have a smart phone).



Dispensing electronic prescriptions



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Dispensing an electronic prescription

Patient Name or Repeat No MR CALEB DERRINGTON		Ph 0745555555 4 OLD TENTERFIELD RD., PADDYS FLAT 2469		Age 88 yrs 8 mths MCare 2950-79071-11 to 01/2030	
New ELECTRONIC Script					
Script Date 10/03/22	Script type N				
Medical Doctor WILLSON, ANNABELL	Prescriber No 2173711	Hospital Prov. No.			
Drug or Repeat No NOTEN TAB 50MG BLISTER		My HR? <Alt+E>			
Directions Take 1 d		Repeats 0 Max 5	Quantity 30 30	Price 19.39	
Warnings Lbl Sig Warning 9 L9 12 L12+ 16 L16+ I U		F2T			
		Send Repeat to MySL? No		Script Label SN20DR	
		NOTEN TABLETS 50mg Take ONE tablet		(ATENOLOL)	
		MR CALEB DERRINGTON 10/03/22 Dr Annabell WILLSON		Qty 30 Nil Rpts \$19.39	

Caleb Derrington
4 Old Tenterfield Rd., Paddys Flat 2469
NOTEN TAB 50mg
Take ONE tablet daily
Quantity: 30 Repeats: 5 / 5 PBS: 1081X
Last Dispensed: 12/02/2022
Sample Pharmacy, Abbotsford

Caleb Derrington
4 Old Tenterfield Rd., Paddys Flat 2469
Prescribed: 10/10/2021
NOTEN TAB 50mg
1 Daily
Quantity: 30 Repeats: 5 PBS: 1081X-AF
Annotations:
Pre (0): This is the Doctors annotation
Dr. Annabell Willson (2173711)
Paddys Flat Medical Centre

Repeat

Original

Examples: FRED Dispense

Confirm individual details and repeat preferences

Surname **PATIENT** Consent **Y** Medicare Card **2952-39099-1 1** Valid To **12/2030**

Firstname **GEORGE** Card Firstname

Title **MR** Sex **M** Card Surname

Address **2 MAIN ST** Medicare Enquiry? **N** 40511
0 G

Suburb **BADGERYS CREEK** State **NSW** Postcode **2555**

Birthdate **14/04/2005**

Phone No.

Email **gp@email.com**

Concession Type Concession No. Val

Repat Type No. Safety Net Entitlement No.

☒ eRx Consent ☐ CTG Registered

☒ My Health Record Event Summary Consent TAC Claim No.

ePrescription Preference
EMAIL
NONE
PRINT
SMS
EMAIL

Dispense

Save and Process this Script?

Pharmacist Details
Password

Add an annotation to this script
0/400 characters

eScript Repeat Options
☒ Patient wants script added to their ASL
☐ Script will be retained by the pharmacy.

Issue Repeat Token **3. Mobile** **04**

☒ Update Patient's Profile

[Electronic Prescribing Privacy Notice](#)

☒ My Health Record upload consent

Resending a repeat token

Script Options

- 1. Re-print Label
- 2. Reissue Token**
- 3. Print Token
- 4. Print Copy of Script
- 5. Safety Net Report
- 6. Tax Report
- 7. Receipt/Tax Invoice
- 8. P.B.S. Receipt
- 9. View Original eScript
- A. Customer Address Label
- B. Print on a Label
- D. Delete Script
- E. Edit Script
- F. Drug Information
- H. View Owing Scripts
- I. Invoice to Account
- J. Show PRF Links
- K. Patient Refund Receipt
- L. Last Repeat Reminder
- M. Multiple Item Receipt
- N. View CMI
- O. Owings Notice
- P. Clinical Intervention
- R. Patient Script History Report
- T. Totals Label
- U. Third Party Packing
- V. ePad

Customer: SYLVESTER STALLONE (51 yrs)
787 CCA BELIEF ST new address, NEWCASTLE M/C 2950

Label: BACLOFEN TAB 10MG 100 (STELAX)
Take ONE tablet daily.

SYLVESTER STALLONE 5 Rpt
Dr GEORGE BEST 02/03/2020 AB 27.31

Customer has 5 repeats left.

1. This medicine may cause drowsiness and may increase the effects of alcohol. If affected do not drive a motor vehicle or operate machinery. (z1)
9. Do not stop taking this medicine abruptly unless otherwise advised by your doctor. (z9)
B. with or soon after food. (zB)

Relssue Token

Select method to reissue token:

☒ Mobile

☒ Email

☐ Paper (Evidence of Rx)

☐ Update Patient Profile Mobile/Email to above details

Note: SMS will incur a fee

☒ OK ☐ Cancel

Wait Screen - Press <ESC> for New patient

Editing Options

- Edit Rx
- ReclaiM Rx
- Hold Rx
- Cancel Rx

Printing Options

- Label
- Reissue Token**
- Both Lab & Token
- ReceiptT
- Address Label
- CopY Rx, New Rx
- Patient Details
- Drug Information

Dispensing medicines from ASL

The ASL distinguishes between computer generated and paper scripts by specifying the prescription type (i.e., Token vs Paper).

My Script List for TRACEY RYAN

CLOSE

NEXT

Select	Date Created	Prescriptions	Dispensed	Type
☐	19/06/2021	Clopidogrel Tab 75mg 30	0 of 6	<u>Token</u>
☐	19/06/2021	Irbesartan Tab 150mg 30	0 of 6	<u>Token</u>
☐	19/06/2021	Warfarin Tab 2mg 50	0 of 4	<u>Token</u>
☐	19/06/2021	Warfarin Tab 1mg 50	0 of 4	<u>Token</u>
☐	19/06/2021	Atorvastatin Tab 10mg 30	0 of 6	<u>Token</u>
☐	19/06/2021	Prazosin Tab 5mg 100	0 of 6	<u>Token</u>
☐	02/06/2021	Oxybutynin Tab 5mg 20	0 of 4	Paper
☐	02/06/2021	Atorvastatin Tablet 80mg 20	0 of 12	<u>Token</u>
☐	07/12/2020	Proxymetacaine hydrochloride 0.5% 15mL 100	5 of 6	<u>Token</u>
☐	07/12/2020	Prazosin Tab 5mg 100	4 of 4	Paper

Dispensing paper and electronic prescriptions for individuals with ASL

Check the barcoded paper prescriptions is provided for dispensing

barcoded paper prescriptions is the legal document
Dispense the barcoded paper prescriptions
Retain hard copy record

ASL will be updated
Repeats will be visible in ASL, if remaining
A token cannot be issued



Select electronic prescription from ASL or scan token

Legal prescription resides in National Prescription Delivery Service (NPDS)
Dispense from the on-screen display
No need to print/keep a hard copy

ASL will be updated
Repeats will be added, if remaining
Repeat can be withheld, if requested



Pharmacy staff responsibilities



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Scripts-in Checklist

- Assist individuals with locating their tokens:
 - **SMS**: search for the sender 'eScript SMS'
 - **Emails**: search for the subject 'Your Electronic Prescription'. The sender should always be noreply@emailprescription.com.au
- *Still having an issue finding the right token? If appropriate, offer Active Script List registration.
- Complete individual details check
- Confirm contact details for receipt of repeat token

Scripts-out Checklist

- Confirm the individual has received repeat token
- Educate them on how to use repeat token next time to avoid tokens being accidentally deleted
- Instruct the individual to contact the pharmacy if they need their repeat token to be re-sent
- Educate about the use of mobile apps or Active Script List to assist to manage EPs

Electronic prescriptions: Tips for pharmacists



Avoid automatically overriding individual details when scanning Eps. Re-confirm details with the Individual themselves.



Check EPs from the full electronic prescription on screen (including annotations) – Do not check from the token.



Active ingredient prescribing – Don't assume that the software will automatically choose the correct brand or medication.



Software error? Report it to your vendor.



Clinically assess the appropriateness of the medication for the individual as per standard practice.

Agency Update - My Health Record Legislation changes



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My Health Records Rules 2026 changes

The My Health Records Rule 2016 has been replaced by the new My Health Records Rules 2026 effective 1 April 2026.

Existing participants (registered for My Health Record prior to 1 April 2026):

- Transition period – Previous requirements under Rule 42 of the My Health Records Rule 2016 will continue to apply to registered organisations until 1 October 2026.
- Organisations must update existing policy by 1 October 2026 in line with the 2026 Rules.

New participants (organisations registering for My Health Record from 1 April 2026):

- Develop a security and access policy in accordance with the requirements outlined in Rule 21 of the My Health Records Rules 2026.
- Requirements under the My Health Records Rules 2026 now apply to all organisations irrespective of their size.

Policy Guidance: <https://www.digitalhealth.gov.au/healthcare-providers/initiatives-and-programs/my-health-record/register-and-set-up-access/participation-obligations>

My Health Records Rules 2026 changes – security and access policy



The policy must continue to be reviewed at least annually and when new or changed risks are identified. In addition, it must now be reviewed upon request by the System Operator.

Revised and expanded security and access policy requirements include:

- **Procedures** authorising access to the My Health Record system and deactivating or suspending user access includes procedures for creating and modifying user accounts and suspension and deactivation of user accounts of individual healthcare providers ceasing to be linked to the organisation.
- **Training** provided to employees required not just before being authorised to access My Health Record system but also annually and following any significant changes to the My Health Record system and governing legislation.
- **Processes** used by the organisation must also address how the organisation will ensure compliance with its My Health Record data breach obligations.
- **Security measures** the organisation will implement must include not only physical and information security measures (account management) but also cybersecurity, and technical and organisational measures (e.g. data protection, including encryption and regular back-up, regular system maintenance and monitoring and review measures).
- **No longer required** for the policy to address assisted registration (however it is recommended healthcare provider organisations include it in the policy, if providing this service).

My Health Record Rules 2026 changes – record keeping

Authorising access to My Health Record system (5 years)

- How the healthcare provider organisation authorises access to the My Health Record system, including records of the user accounts created, changed, suspended or deactivated.

Training (5 years)

- The training that has been provided to employees of the healthcare provider organisation before they were authorised to access the My Health Record system, annually and following significant changes to the legislation or system.

Identification (2 years)

- How the healthcare provider organisation has applied the process for identifying a person requesting access to My Health Record and communicating their identity to the System Operator.

Data breach obligations (2 years)

- How the healthcare provider organisation ensures that it can identify, manage and respond to My Health Record data breaches and that these processes comply with obligations under section 75 of the *My Health Records Act 2012* (for example, evidence of documented processes and any action planned or taken).

Security measures (2 years)

- How the healthcare provider organisation has implemented physical security, information security, cybersecurity, technical and organisational measures.

Each iteration of the policy (5 years)

- The healthcare provider organisation must keep a record of each iteration of the policy for 5 years starting the day the iteration comes into effect.

Advance care planning

- For healthcare provider organisations that upload advance care planning information, it is now a requirement to keep a record of the recipient's instructions and how their instructions were provided.

Additional Resources



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Additional Resources

Scan QR code to
access Digital Health
eLearning



Scan QR code to
access factsheets and
materials



Scan QR code to
access information for
healthcare providers



Scan QR code to
access Agency
YouTube channel



Electronic Prescribing resources

Department of Health, Disability and Ageing:

- [Electronic prescribing webpage](#)
- [Electronic Prescriptions Security and Access Policy](#)
- [Electronic Prescriptions Privacy Policy](#)
- [Electronic Prescriptions Data Usage Policy](#)
- [Active Script List Privacy Framework](#)
- [Connecting to the National Prescription Delivery Service.](#)
- [Electronic National Residential Medication Chart \(eNRMCh\)](#)



Contact

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