



Australian Government  
Australian Digital Health Agency

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# Electronic Prescriptions - Update for Pharmacists

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30 June 2020

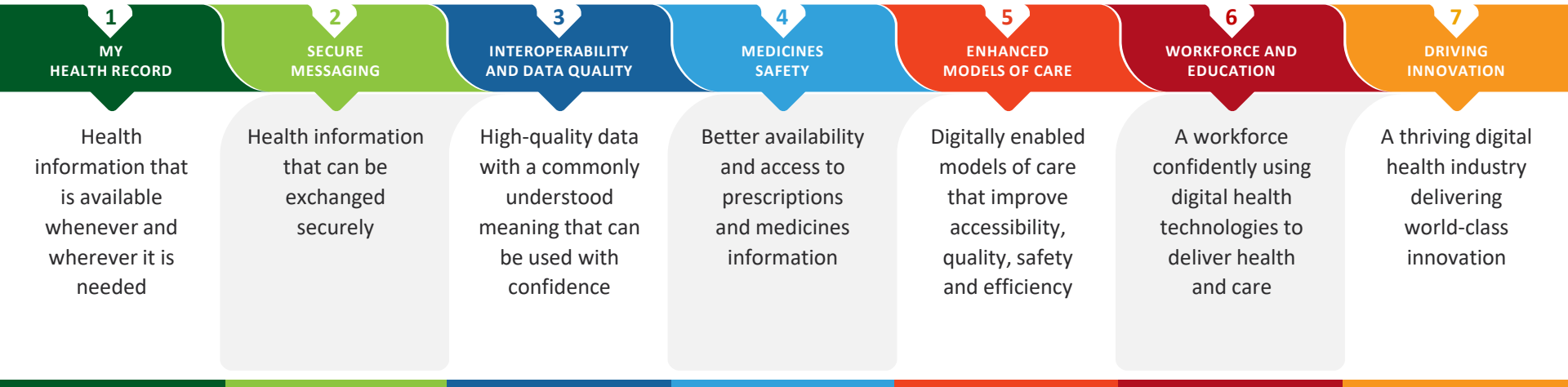
# Purpose

- Overview of the roadmap for electronic prescriptions
- Software conformance and the Communities of Interest (COI)
- Highlight EP models and functionality that will be available - Token vs ASL Model
- EP readiness
- Communications toolkit
- Additional resources
- Questions and answers



# National Digital Health Strategy – roadmap for delivery

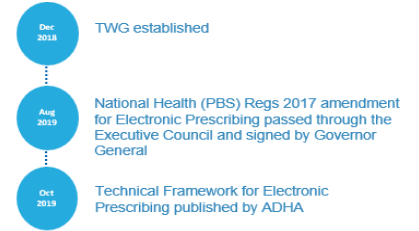
Co-designed with all states and territories and agreed by COAG Health Council



# The Agency's role in developing electronic prescriptions

The Department of Health and the Agency have collaborated to develop the technical components of electronic prescribing, the conformance framework and national change and adoption activities.

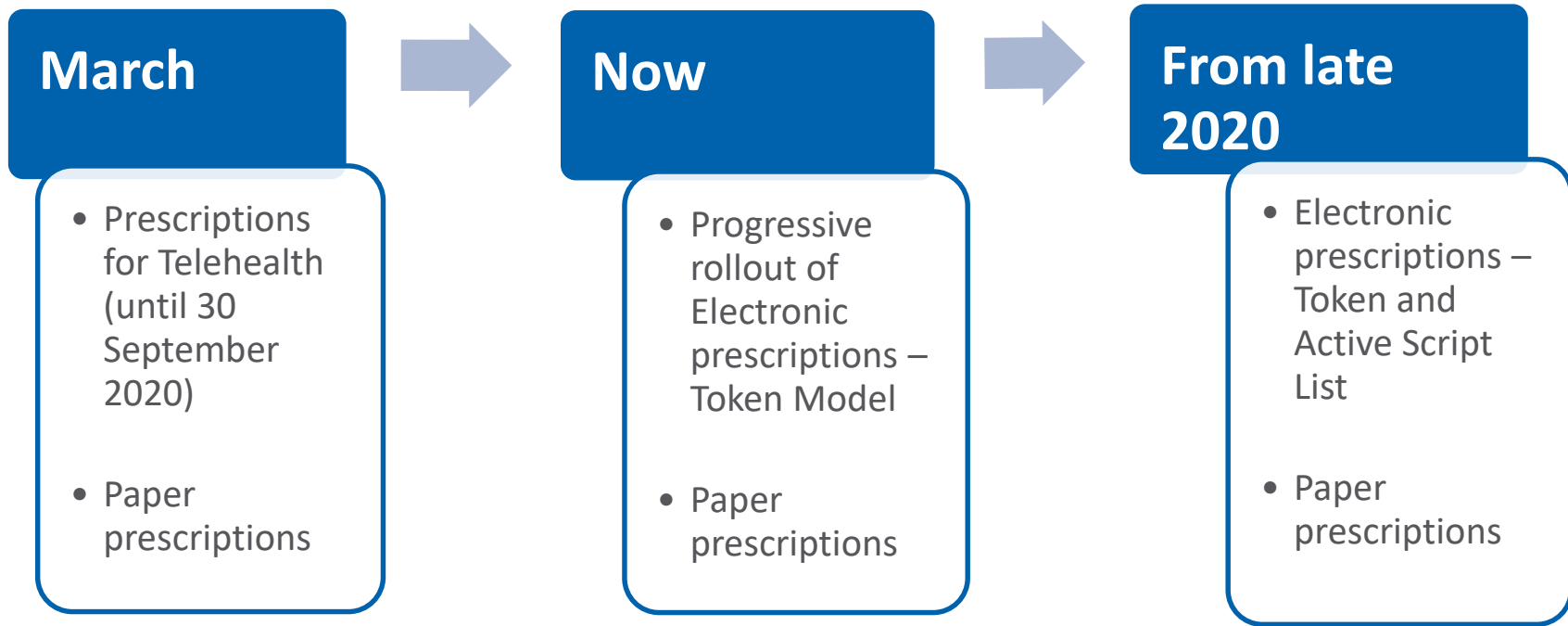
The *National Health (Pharmaceutical Benefits) Amendment (Electronic Prescriptions) Regulations 2019* identify the Agency as the organisation to which a conformant software product's **conformance identifier** is provided to in relation to software used to prepare an electronic prescription.



## 2018 - 2020 Activities



# Roadmap



<https://www.health.gov.au/resources/collections/coronavirus-covid-19-national-health-plan-resources>  
<https://www.psa.org.au/coronavirus/regulatory-changes/#digital-image-prescription>

## What are electronic prescriptions?



- Electronic prescriptions are an alternative option to paper prescriptions.
- Previously, only a paper prescription signed by a prescriber has been the legal form by which medicines can be supplied.
- Paper prescriptions and electronic prescriptions will both meet the relevant Commonwealth and State and Territory legislation.
- Electronic prescriptions will not be mandatory. Patients and prescribers will be able to choose between a paper prescription and electronic prescription.

# Prescriptions for Telehealth vs Electronic Prescriptions



	Prescriptions for Telehealth	Electronic Prescriptions
What does the prescription look like?	<ul style="list-style-type: none"> <li>Paper prescription</li> <li>Clear digital image (PDF/Photo of paper prescription)</li> </ul>	Electronic
Signature	Ink or Digital Signature	Prescriber HPI-I required
How does the prescription get sent?	Doctor to Fax/Email/SMS the pharmacy. State/Territory requirements differ.	Patient brings in person, SMS/Email, App to pharmacy
Who keeps the prescription?	Doctor, pharmacy (keeps printed copy)	Patient
Repeats	Kept at pharmacy	Patient
S4D/S8	State/Territory requirements differ	State/Territory requirements may differ
End-date	30 September 2020	Ongoing



## Who can participate in electronic prescriptions?



### Prescribers

- Any authorised prescriber, excluding veterinarians, may utilise electronic prescribing functionality provided by their software provider.
- Refer to jurisdictional legislation for more information on authorised prescribers.



### Dispensers

- Any authorised dispenser may utilise electronic prescribing functionality provided by their software provider.
- Refer to jurisdictional legislation for more information on authorised dispensers.



### Software Providers

- Dispensing software
- Prescribing software
- Prescription Delivery Service software
- Mobile applications
- Mobile intermediaries



### Patients

- Any patient or someone acting on their behalf (agent) may choose to have a new prescription in EP form.
- Must have an Individual Healthcare Identifier (IHI)
- Existing paper prescriptions cannot be converted into an EP



# Electronic prescriptions – token and active script list

## Token Model

- Subjects of care may elect to manage their tokens on their mobile devices.
- The mobile device will display the token in a manner suitable for scanning using existing pharmacy equipment.
- Progressively available since May 2020.

## Active Script List (ASL) Model

- Dispensers can access an electronic prescription for a patient from an ASL following proof of identity
- ASLs overcome the issue of lost tokens and assists medicine management and adherence, especially for patients who are taking multiple medicines. Available from late 2020.

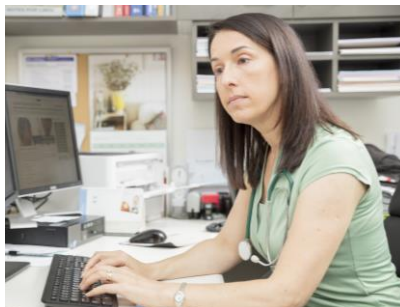


## Case Study – community patient



**Julian**

- 4 years old
- Febrile, sore throat
- Concerned parents
- Consultation at GP clinic



**Doctor**

- Doctor issues an electronic prescription for an antibiotic
- Token is sent to Julian's parent via SMS



**Pharmacist**

- Parent attends pharmacy and presents token for Julian's prescription
- Pharmacist scans token QR code from device
- Dispenses electronic prescription



## Token Model – prescribing method

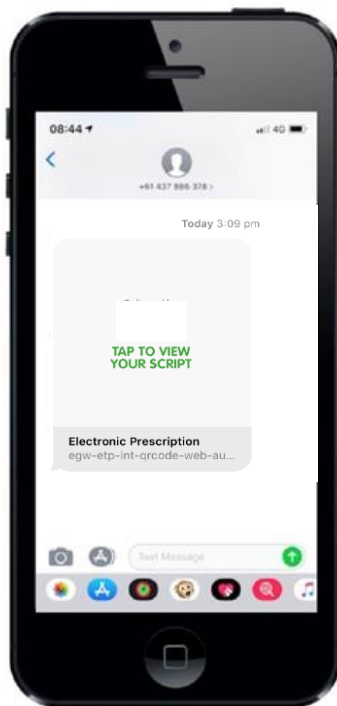
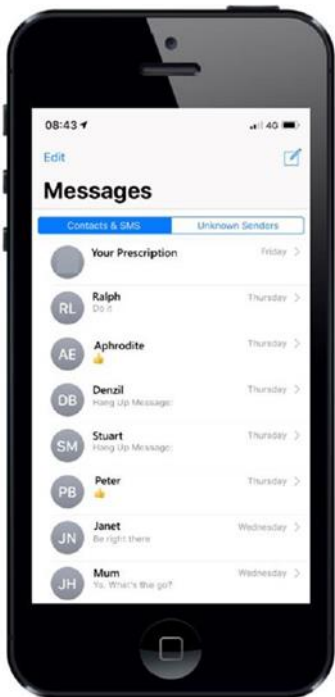
The screenshot displays a clinical software interface for a patient named BERNARD CAREY. The interface includes a menu bar, a toolbar, and a main workspace. The main workspace is divided into several sections: patient information, allergies, reactions, notifications, and a table of prescriptions. A red circle highlights the 'Token' dropdown menu, which is currently set to 'SMS (0491570156)'. Below the dropdown, there are checkboxes for 'Run all checks' and 'Print'. The table below shows two prescriptions: Ansel 250mg Capsule and Oxycodone 5mg Tablet. The 'Token' column for both prescriptions is set to 'SMS (0491570156)'. The 'Run all checks' checkbox is also checked.

Drug name	Strength	Dose	Quantity	Token	Long term	Last script	Approval No.	Subst.	Reg.
<input type="checkbox"/> Ansel 250mg Capsule	250mg	2 Capsules Daily As directed	20	SMS (0491570156)	No	12/05/2020		Yes	No
<input checked="" type="checkbox"/> Oxycodone 5mg Tablet	5mg	1 Tablet Daily As directed	20	SMS (0491570156)	No	12/05/2020		Yes	No

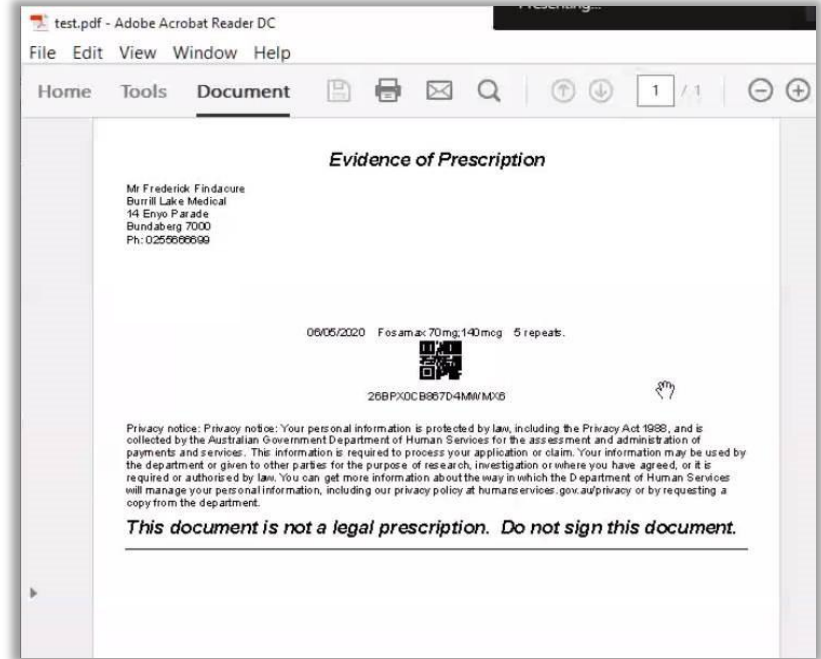
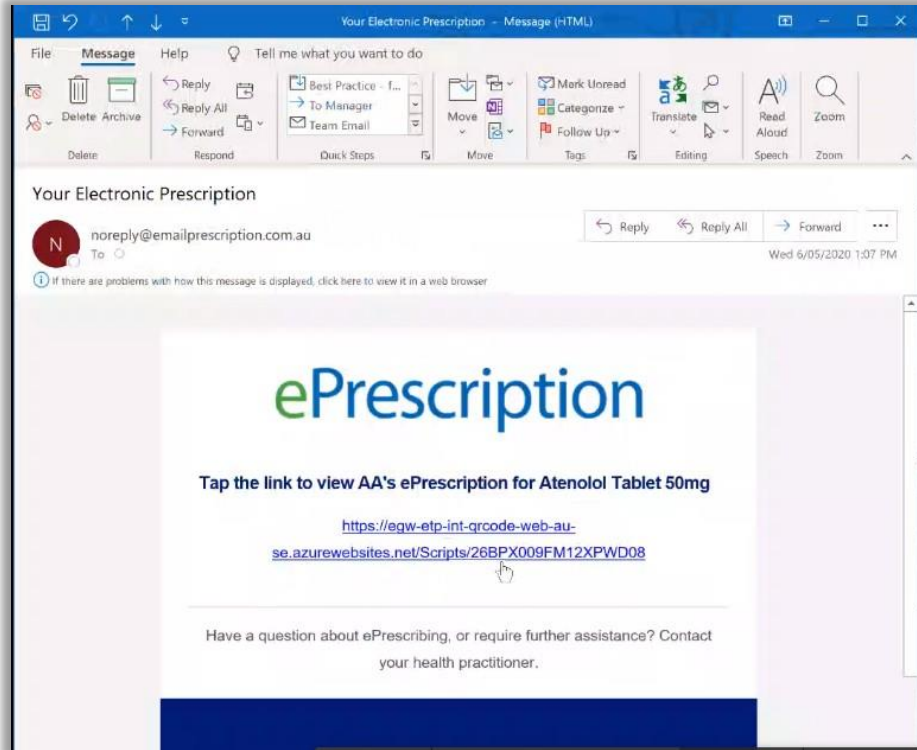
The electronic prescribing method is selected within the prescriber's clinical software



# Token Model - demonstration



# Token Model – patient view



1

MY  
HEALTH RECORD

2

SECURE  
MESSAGING

3

INTEROPERABILITY  
AND DATA QUALITY

4

MEDICINES  
SAFETY

5

ENHANCED  
MODELS OF CARE

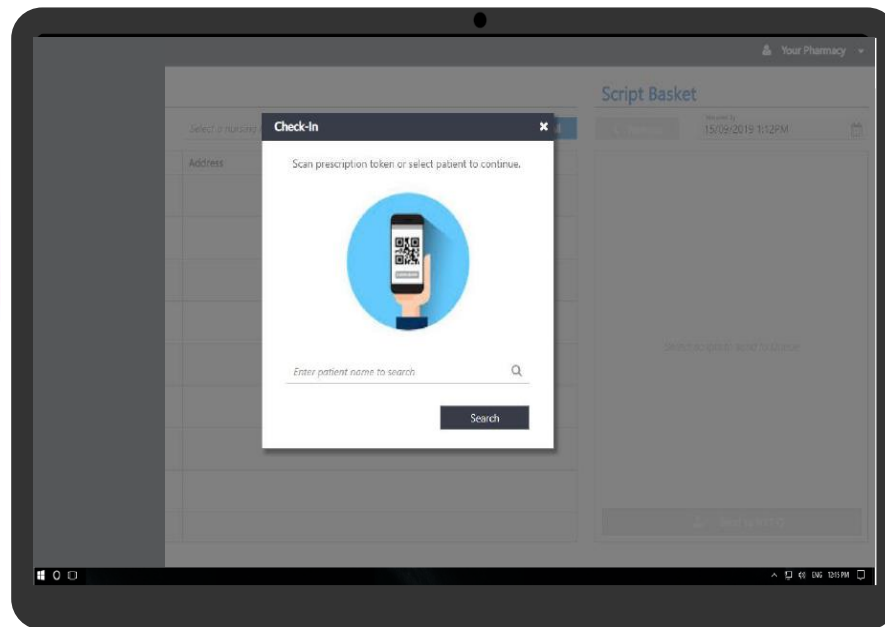
6

WORKFORCE AND  
EDUCATION

7

DRIVING  
INNOVATION

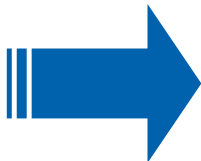
# Token Model demonstration – pharmacy script-in counter





## Scenarios

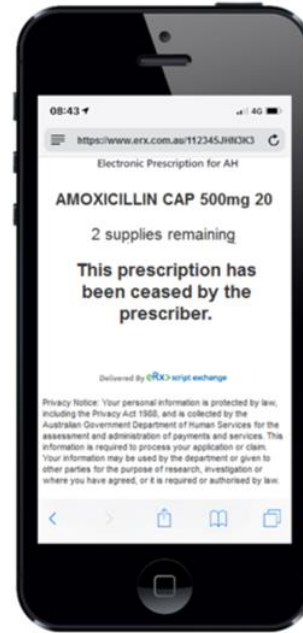
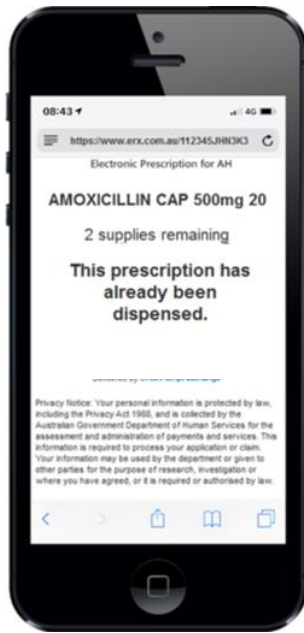
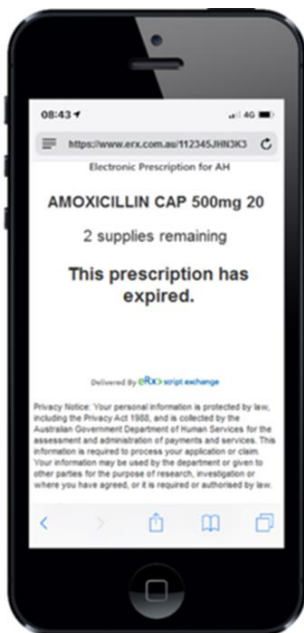
1. The patient is unable to receive a token (e.g. does not have a smart phone).
2. Token is sent to the wrong number/email.
3. How does a patient obtain the prescription repeat token



## Options

1. The patient may provide their carer's contact details to receive the token on their behalf or elect to receive a paper prescription.
2. The prescriber should ensure that the token is received during the patient consultation. However, if sent in error, the prescriber can cancel the prescription and generate a new token.
3. A new EP token for prescription repeat(s) will be issued to the patient from the pharmacy.

## Token Model – expired script



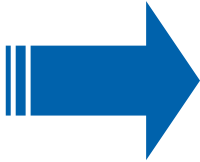
\*Note appearance may differ depending on Prescription Delivery Service used





## Scenarios

4. Patient accidentally deletes a token from their device.
5. Are there safeguards to prevent patients using their token at multiple pharmacies?
6. Will the software cater to legislative requirements of individual States and Territories?





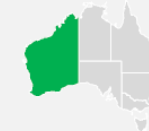



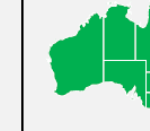


## Options

4. The prescriber can re-send the original or the latest repeat token to the patient as the prescription remains in the PDS until required by the patient.
5. Once a token has been scanned and dispensed by the pharmacy, it is invalid and cannot be reused.
6. Software providers are working diligently on the specifics however practitioners are still obliged to ensure they are compliant with legislation in their practice.



# Electronic Prescriptions: Regulatory Readiness by Jurisdiction

Jurisdiction								
 <p>NSW</p>	 <p>VIC</p>	 <p>QLD</p>	 <p>SA</p>	 <p>WA</p>	 <p>NT</p>	 <p>TAS</p>	 <p>ACT</p>	 <p>Commonwealth</p>
<ul style="list-style-type: none"> <li>Legislation is ready for electronic prescribing.</li> </ul>	<ul style="list-style-type: none"> <li>Legislation is ready for electronic prescribing.</li> </ul>	<ul style="list-style-type: none"> <li>Legislation does not currently recognise electronic prescriptions for medicine supply.</li> <li>Qld targeting June 2020 to have legislation passed through parliament.</li> </ul>	<ul style="list-style-type: none"> <li>Legislation does not currently recognise electronic prescriptions for medicine supply.</li> <li>SA targeting June 2020 to have legislation passed through parliament.</li> <li>Exemptions are available for electronic prescribing at the clinician level.</li> <li>Health have offered support to software developers to obtain clinician level exemptions for COI purposes.</li> </ul>	<ul style="list-style-type: none"> <li>Legislation is ready for electronic prescribing</li> <li>WA Health requires written notification of software developer name and product details; Evidence of the declaration of conformance made to the Agency; and information that shows the product satisfies the Medicines and Poisons Regulations 2016</li> </ul>	<ul style="list-style-type: none"> <li>Legislation is ready for electronic prescribing.</li> </ul>	<ul style="list-style-type: none"> <li>Legislation is ready for electronic prescribing.</li> <li>Tas Health requires an independent test of software to confirm compliance with Tas requirements.</li> </ul>	<ul style="list-style-type: none"> <li>Legislation is ready for electronic prescribing.</li> </ul>	<ul style="list-style-type: none"> <li>Updates to software conformance profiles have assisted software development at the commonwealth level including:                             <ul style="list-style-type: none"> <li>FTEP Conformance Profile v1.1 published</li> <li>Conformance Profile v2.1 published;</li> <li>V2.2 under review;</li> <li>V2.3 for ASL under development.</li> </ul> </li> </ul>

Current as of 4<sup>th</sup> June 2020



# Electronic prescriptions conformance register

Conformance ID	Software Vendor	Software Product	Software Version	Product Type	Conformance Assessment Scheme (CAS) version	Conformance Profile	Declaration of Conformance form version	Conformance Start Date	Conformance End Date	Last Updated
eRxScriptExchange 1.0.0.0	Fred IT Group Pty Ltd	eRx Script Exchange	1.0.0.0	Prescription Delivery Service (PDS)	2.1	FT 1.1	1.0	4/05/2020	30/09/2020	5/05/2020
BestPractice 1.10.3.894	Best Practice Software Pty Ltd	Bp Premier	1.10.3	Prescribing System (PS)	2.1	FT 1.1	1.0	4/05/2020	30/09/2020	7/05/2020
FredNXT 1.0.18206.2	Fred IT Group Pty Ltd	Fred NXT	1.0.18206.2	Dispensing System (DS)	2.1	FT 1.1	1.0	4/05/2020	30/09/2020	7/05/2020
FredDispense 1.0	Fred IT Group Pty Ltd	Fred Dispense	1.0	Dispensing System (DS)	2.1	FT 1.1	1.0	7/05/2020	30/09/2020	7/05/2020
myScript V2.0.0.0	CW Retail Services Pty Ltd	myScript	2.0.0.0	Dispensing System (DS)	2.1	FT 1.1	1.0	20/05/2020	30/09/2020	20/05/2020
Minfos 5.12.2	Minfos Systems	Minfos	5.12.2	Dispensing System (DS)	2.1	FT 1.1	1.0	19/05/2020	30/09/2020	22/05/2020
MediSecure 3.0.0	MediSecure Pty Ltd	MediSecure	3.0.0	Prescription Delivery Service (PDS)	2.1	FT 1.1	1.0	14/05/2020	30/09/2020	22/05/2020
Aquarius 3.107.1.1	Simple Retail Pty Ltd	Aquarius	3.107.1.1	Dispensing System (DS)	2.1	FT 1.1	1.0	21/05/2020	30/09/2020	22/05/2020
Zedmed 32.0	Zedmed Pty Ltd	Zedmed	32	Prescribing System (PS)	2.1	FT 1.1	1.0	19/05/2020	30/09/2020	25/05/2020
ZDispense 2.3.0	Z Software Pty Ltd	Z Dispense	2.3.0	Dispensing System (DS)	2.1	FT 1.1	1.0	27/05/2020	30/09/2020	27/05/2020
CorumLOTSDispense 3.000.00	Corum Health Pty Ltd	Corum LOTS Dispense	3.000.00	Dispensing System (DS)	2.1	FT 1.1	1.0	12/06/2020	30/09/2020	12/06/2020

As at 15/06/2020

<https://www.digitalhealth.gov.au/get-started-with-digital-health/set-up/electronic-prescribing-overview-and-conformance-register/electronic-prescribing-conformance-register>



## Communities of Interest



- A number of communities of interest are being established, to ensure a smooth roll-out of electronic prescriptions across the country.
- Australia's **first electronic prescription** in primary care was successfully transmitted in Anglesea, Victoria on **May 6 2020**.
- At least one general practice and at least one community pharmacy in a proximal location will be set-up as a **community of interest** (COIs). COI's are expected to grow as more providers gain electronic prescribing capability. Anglesea in Victoria is the first community of interest.
- Further communities of interest will be established to ensure the various combinations of prescription delivery services, prescribe, dispense, and third-party intermediary applications integrate smoothly and provide a future seamless electronic prescription experience for Australians.

<https://developer.digitalhealth.gov.au/resources/faqs/electronic-prescribing-implementation-communities-interest>



## Communications overview

- Pharmacies and General Practices are encouraged to communicate proactively with their consumers, when they are ready
- A number of resources are available for download or order:
  - resources for pharmacies and practices
  - consumer DL flyers, A3 posters, counter cards, email templates, window stickers
  - Facebook advertising
  - web banner
- Toolkits to be shared with local healthcare providers




# Communication resources

## DL Flyers

**Electronic prescriptions**

Rolling out soon



Soon you can choose an electronic prescription as an easy and convenient alternative to paper prescriptions.

**Check that your doctor and pharmacy are ready**

Learn more at [digitalhealth.gov.au](http://digitalhealth.gov.au)  
Connecting you to better healthcare

**This is how it will work**

**Step 1**   
During your consultation your doctor will send you an SMS or an email.

**Step 2**   
You will then take it to your pharmacy or send it to them.

**Step 3**   
If you have repeats, a new SMS or email will be sent to you when you get your medicine from the pharmacy.

Remember to check that your doctor has your correct phone number and email address.

## A3 Posters

**We are electronic prescriptions ready**

**How it works**

**Step 1**   
During your consultation your doctor will send you an SMS or an email

**Step 2**   
Bring it in or send it to us at  or e-mail

**Step 3**   
If you're taking repeat medication, a new SMS or email will be sent to you when you get your medicine.

**Connecting you to better healthcare**  
Learn more at [digitalhealth.gov.au](http://digitalhealth.gov.au)

## Window Stickers



**We are electronic prescription ready**  
Connecting you to better healthcare



# Electronic prescriptions readiness – checklist

- Ensure your practice has a HPI-O
- Confirm with your software provider whether a NASH or Medicare PKI certificate is required for access to the HI service and link it to the HPI-O
- Ensure your practice is connected to a Prescription Delivery Service such as eRx or MediSecure
- Install upgraded software and input HPI-O, HPI-Is and validate patient IHIs
- Update your patients and their carers' contact details on file (mobile phone number/ email)
- Stay up-to-date with relevant state and territory legislation.
- Discuss workflow suitable for your organisation and keep your staff informed
- Keep in touch with your local healthcare providers (GP or pharmacy) to confirm whether they are able to generate/dispense electronic prescriptions
- Check the [Australian Digital Health Agency Website](#) for electronic prescriptions information and updates



## Upgrade your software today

People will soon have the option to choose an electronic prescription as an easy and convenient alternative to paper prescriptions. Make sure your software is electronic prescriptions enabled.

Learn more at [digitalhealth.gov.au](https://digitalhealth.gov.au)  
Connecting Australia to better healthcare



## Recent information sessions

- Australian Digital Health Agency hosted:
  - Electronic Prescriptions update for Dispensers – [24<sup>th</sup> June 6.30PM AEST](#)
  - Electronic Prescriptions for Nurse Practitioners – [17<sup>th</sup> June 6.30PM AEST](#)
  - Electronic Prescriptions update for Prescribers – [23<sup>rd</sup> June 6.30PM AEST](#)
  - Clinical Peak Organisation updates:
    - PSA: Webinars on 17<sup>th</sup> and 24<sup>th</sup> June – [Register here](#)
    - RACGP: Electronic Prescribing [On-Demand Webinar](#) throughout June.





# Resources

## Agency resources

- [Electronic prescriptions](#) webpage
- [Prescriber](#) and [dispenser](#) webpages
- Electronic Prescriptions Toolkit  
[prescriber](#) and [dispenser](#) webpages
- Upcoming [webinars](#)
- [Prescriber](#) and [dispenser](#) fact sheets
- eLearning modules (coming soon)
- [FAQs](#)

## Department of Health resources

- [Electronic prescribing](#) webpage
- [Fact sheet](#)

## Software provider Resources

- [ERX Script Exchange](#) webpage
- [MediSecure](#) webpage



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# Ben Wilkins

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# Q & A

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# Further information and support



**Australian Government**

**Australian Digital Health Agency**

## **Australian Digital Health Agency**

Web: [www.digitalhealth.gov.au](http://www.digitalhealth.gov.au)

Email: [help@digitalhealth.gov.au](mailto:help@digitalhealth.gov.au)

Agency help line: 1300 901 001

LinkedIn: [linkedin.com/company/australian-digital-health-agency](https://www.linkedin.com/company/australian-digital-health-agency)

Facebook: <https://www.facebook.com/AuDigitalHealth>

Twitter: [twitter.com/AuDigitalHealth](https://twitter.com/AuDigitalHealth)

