



Australian Government

Australian Digital Health Agency

Consumers Health Forum Electronic Prescriptions

Nicola Graham

Provider Adoption Lead

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Acknowledgement

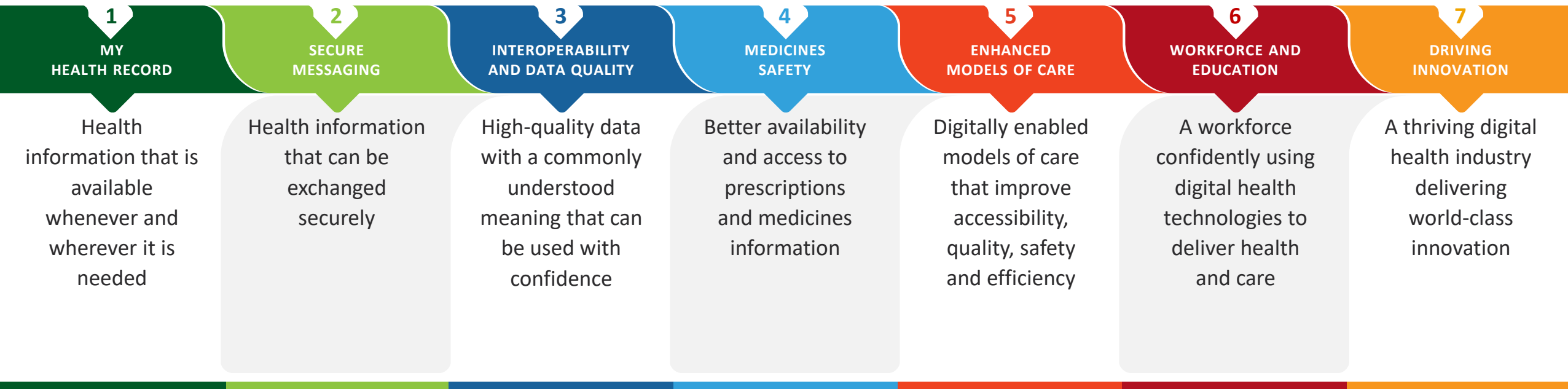


We would like to acknowledge the traditional owners of country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to Elders both past and present.



National Digital Health Strategy – roadmap for delivery

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



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 and electronic prescriptions will meet both the relevant Commonwealth, state and territory legislation.
- Electronic prescriptions will not be mandatory.
- Patients and prescribers will be able to choose between a paper and electronic prescription.



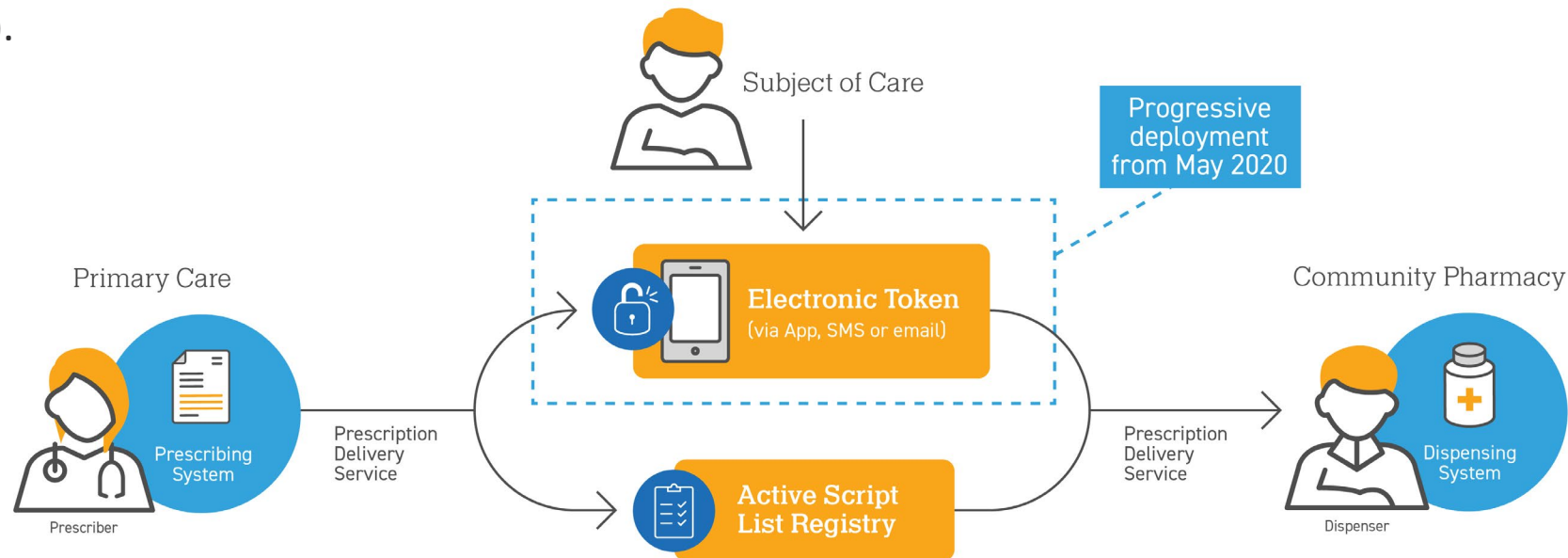
Electronic prescriptions – token and active script list

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 via Communities of Interest (COI).

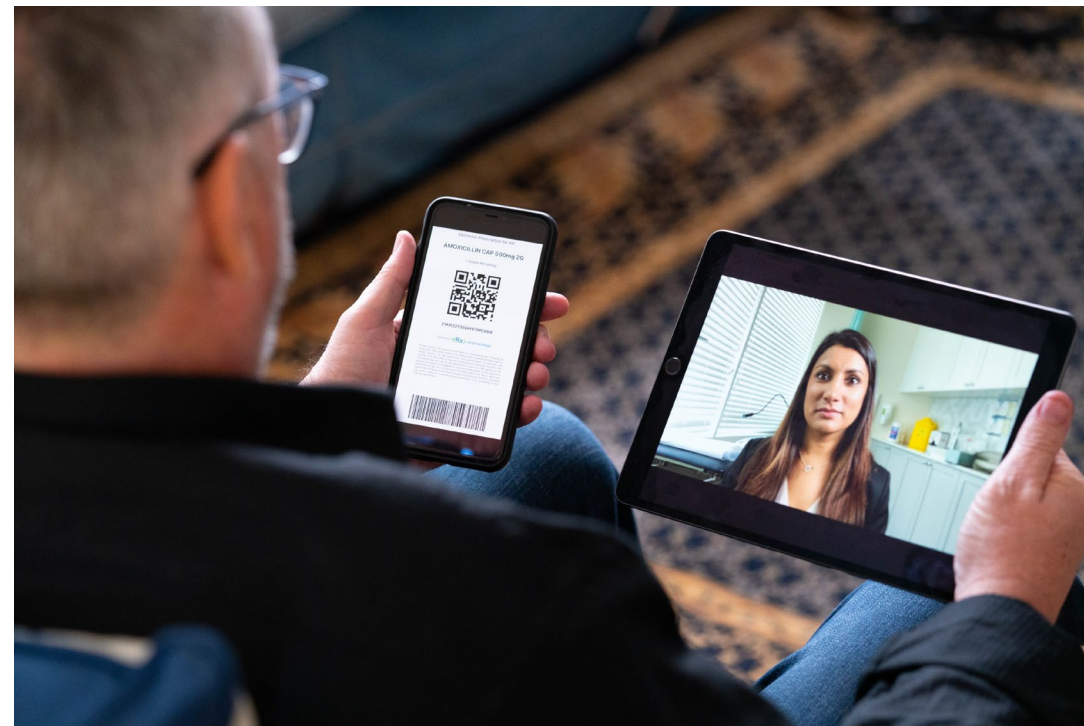
Active Script List (ASL) Model

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



Why are electronic prescriptions important?

- Provides greater choice for patients whilst maintaining patient privacy and integrity of personal information.
- Provides an opportunity to protect community members and healthcare providers from exposure to infectious diseases (for example COVID-19).
- Removes the need for handling and storing a physical paper prescription.
- Improves efficiency in prescribing and dispensing medications.
- May reduce prescribing and dispensing errors.
- Supports digital health services such as telehealth services to ensure continuity of patient care.



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

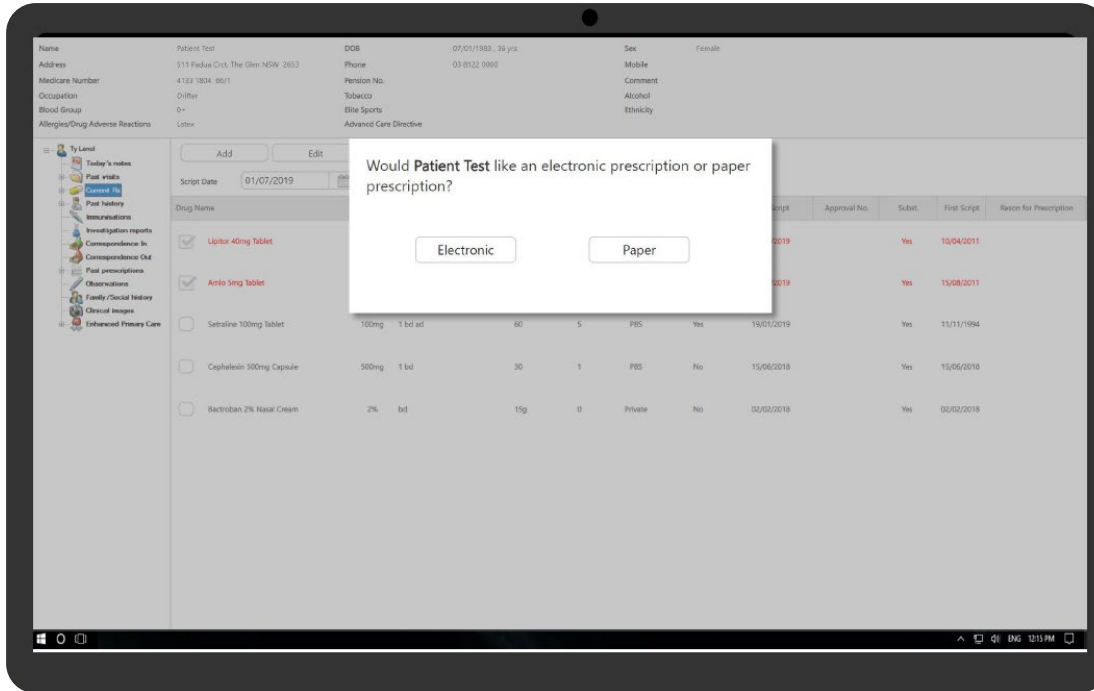


Communities of Interest (COI)

- COIs will ensure a smooth roll-out of electronic prescriptions across the country.
- Australia's first electronic prescription in primary care was transmitted in Anglesea, Victoria on 6 May 2020.
- Anglesea was also home to the first COI.
- At least one general practice and community pharmacy in a proximal location is required to set-up a COI.
- COIs are expected to grow to approximately 10 as more providers gain electronic prescriptions capability.
- Smooth integration of prescription delivery services, prescribe, dispense, and third-party intermediary applications.
- COIs will provide a future seamless electronic prescription experience for Australians by ensuring that any technical or workflow issues are addressed.



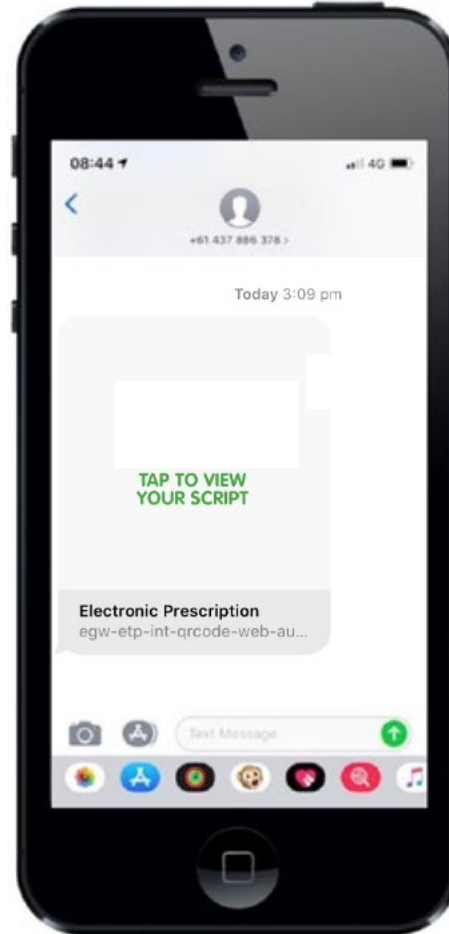
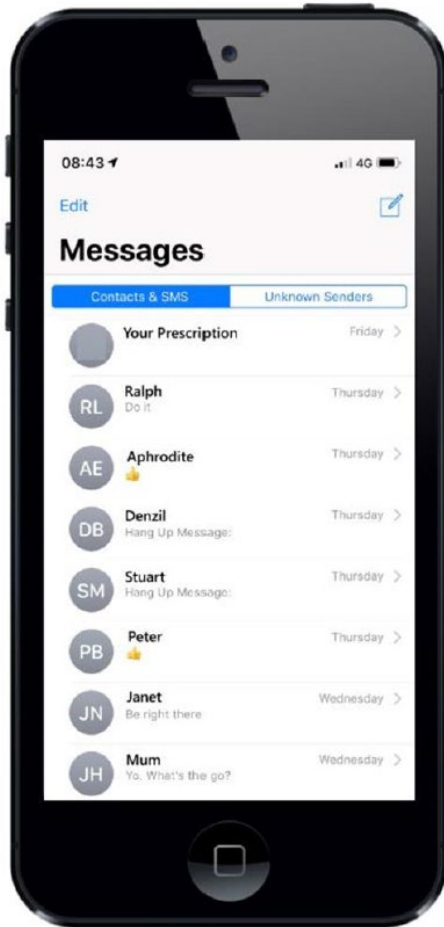
Electronic prescriptions – Token Model Demo



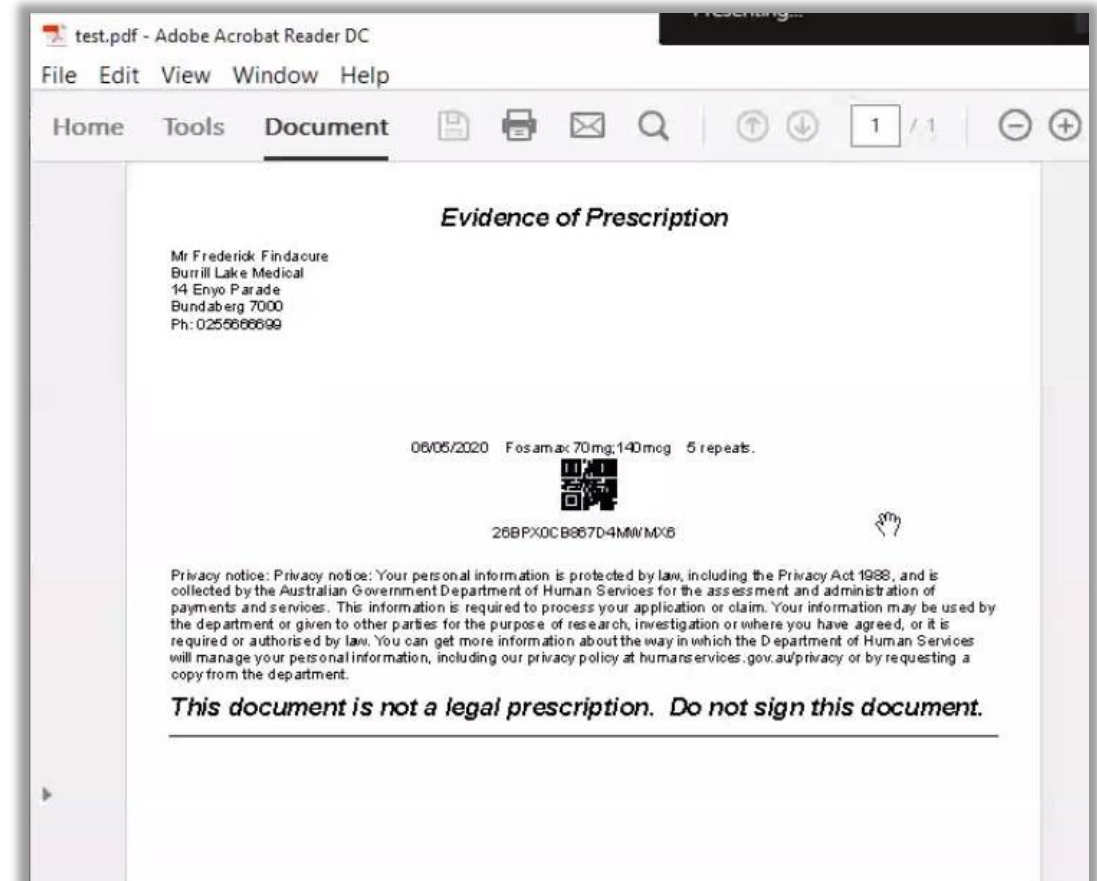
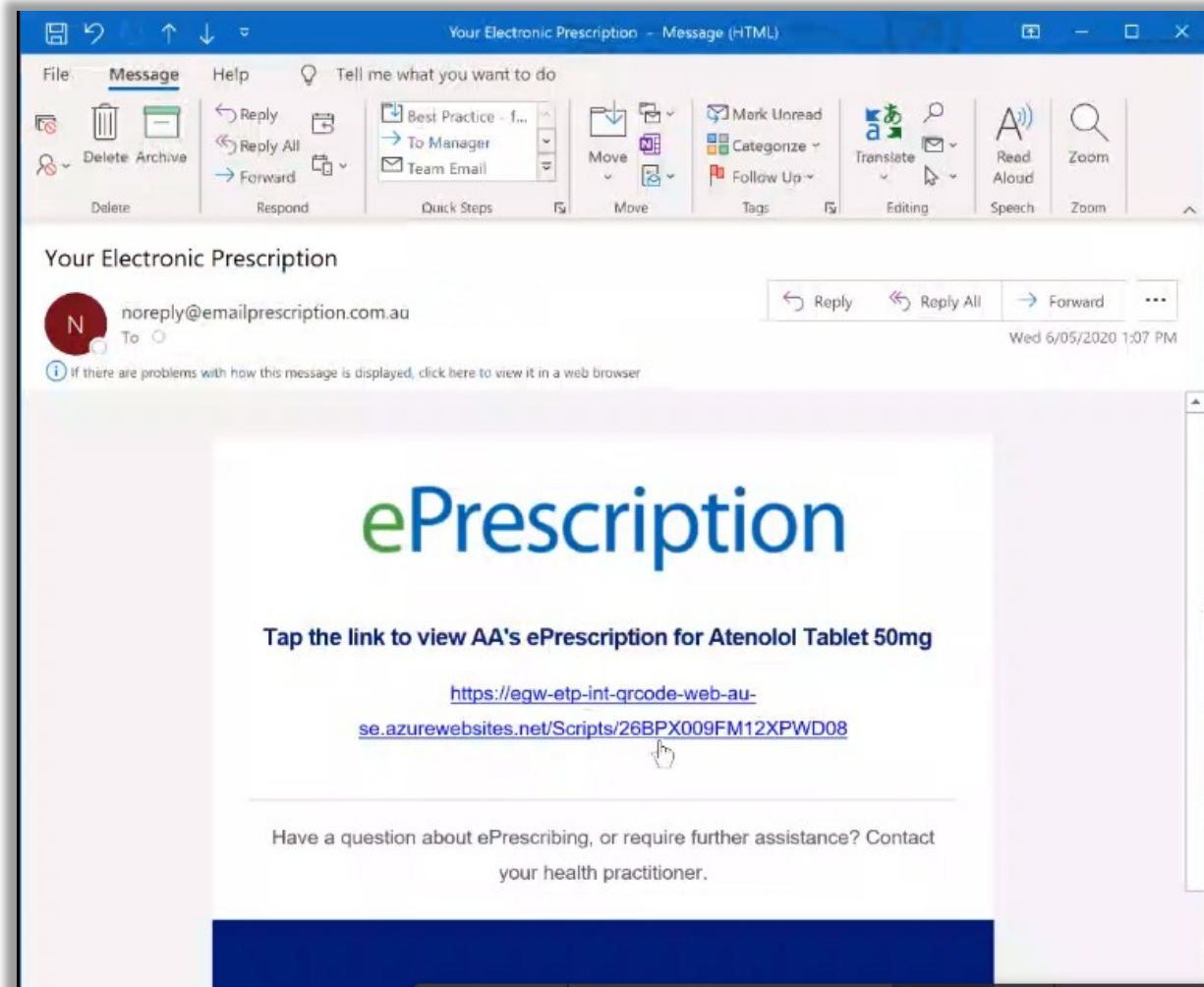
The electronic prescribing method is selected within the prescriber's clinical software.



Token Model – demonstration patient SMS view



Token Model – patient email and printed view

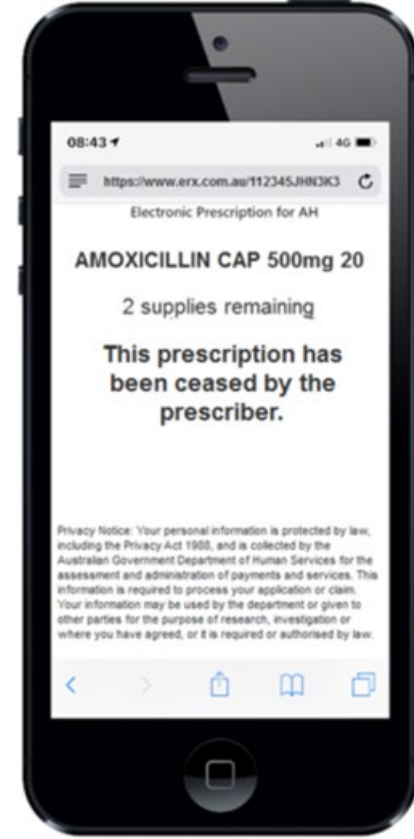
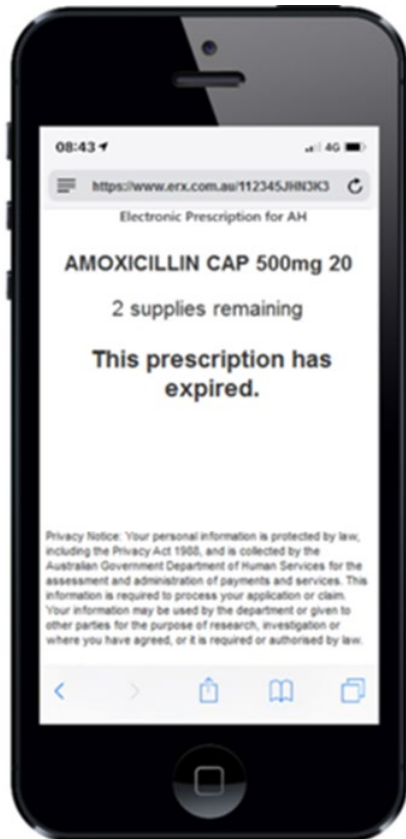


Pharmacy script-in counter

- Token can be received by the pharmacy:
 - in person
 - or remotely via SMS or email
- Prescription repeats will be sent to the patient by the pharmacy as a new token, once the medicine is dispensed.

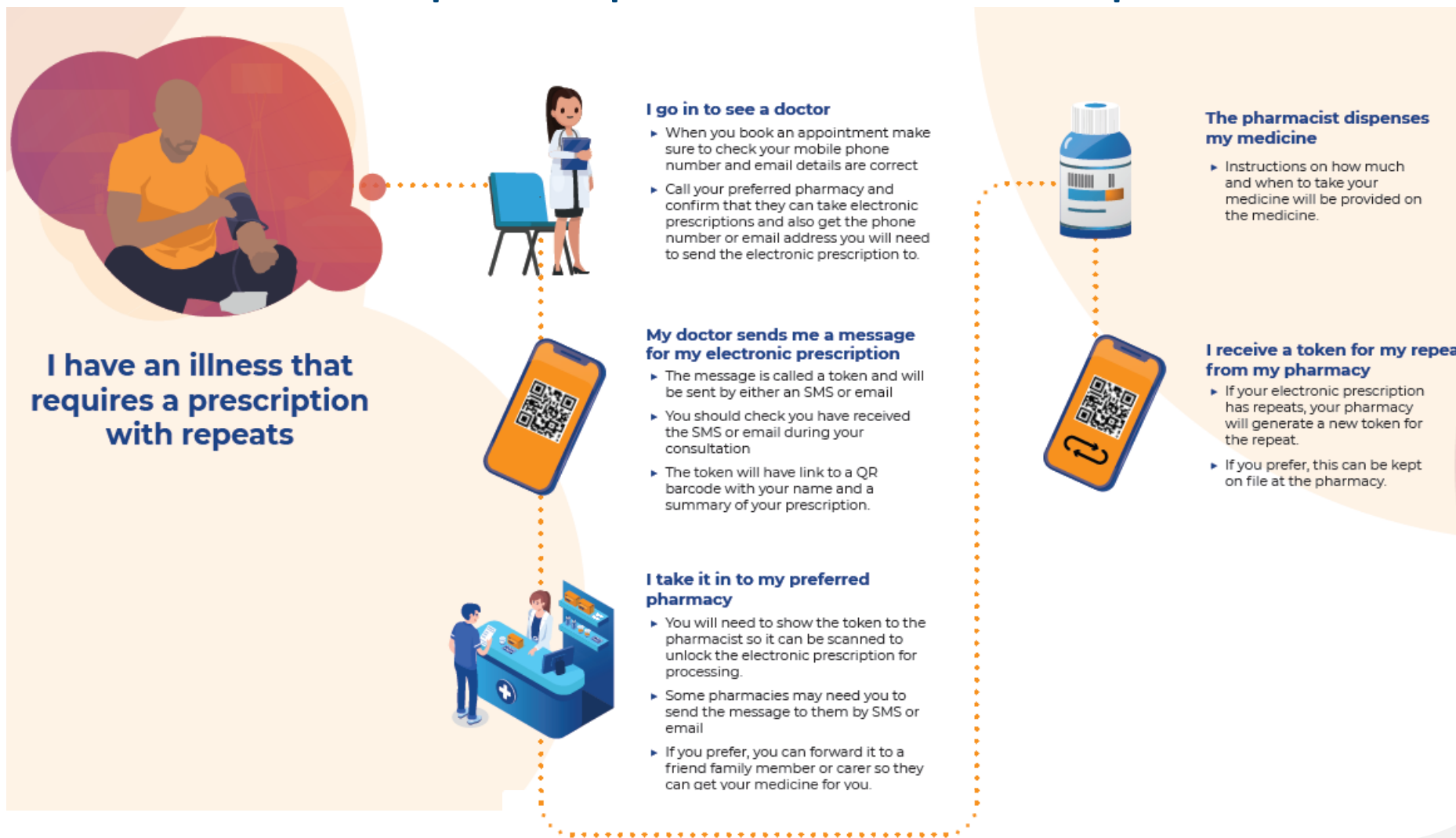


Token Model – expired, dispensed, or cancelled scripts



*Note appearance may differ depending on Prescription Delivery Service used

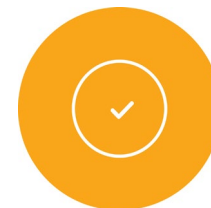
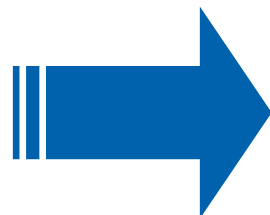
Electronic prescription – use case in person





Scenarios

1. Patient accidentally deletes a token from their device.
2. Token is sent to the wrong number/email.
3. The patient is unable to receive a token (e.g. does not have a smart phone).



Options

1. The prescriber can re-send the original token to the patient. Or the pharmacy may re-send the repeat token (if applicable).
2. The prescriber should ensure that the token is received during the consultation. If sent in error, the prescriber can cancel the prescription and generate a new token.
3. The patient may provide their carer's contact details to receive the token on their behalf or elect to receive a paper prescription.



Communications



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



Questions and answers



Further information and support



Australian Government

Australian Digital Health Agency

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Web: www.digitalhealth.gov.au

Email: 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)

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