



FAQs Electronic Prescriptions

New to Royal Perth Hospital Outpatient Clinics

(Selected clinics only)





Your questions about electronic prescriptions answered





CONTENTS

[What is an electronic prescription?](#)

[What do they look like?](#)

[Where can I use electronic prescriptions?](#)

[Can I still get a paper prescription?](#)

[How do I get one?](#)

[What technology do I need for electronic prescriptions?](#)

[Do I need My Health Record to use electronic prescriptions?](#)

[Is the electronic prescription system secure?](#)

[How do I use them?](#)

[How will they help me?](#)

[How do I know the SMS or email is not a scam?](#)

[If I get an electronic prescription, do I then need to get one every time I need a prescription?](#)

[If I get an electronic prescription will the repeats also be electronic?](#)

[Where can I get my medicines?](#)

[Why do I have lots of tokens?](#)

[How many times can a token be used?](#)

[How do I know which token has been used to get my medicines?](#)

[What happens if I lose my token?](#)

[Can my Carer still collect my medicines?](#)

[Can I get my medicines delivered?](#)

[Can I get all of my prescriptions electronically?](#)

[Where can I learn more?](#)

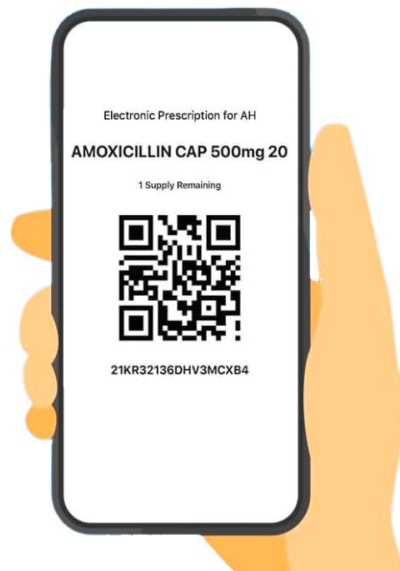
[Where can I get assistance with my electronic prescriptions?](#)



What is an electronic prescription?

Electronic prescriptions are digital versions of standard paper prescriptions we are accustomed to using.

They contain the same information as a paper prescription, even though they have a different appearance .





What do they look like?

They are a QR code (Quick Response matrix barcode).

QR codes appear as black squares arranged in a square grid on a white background

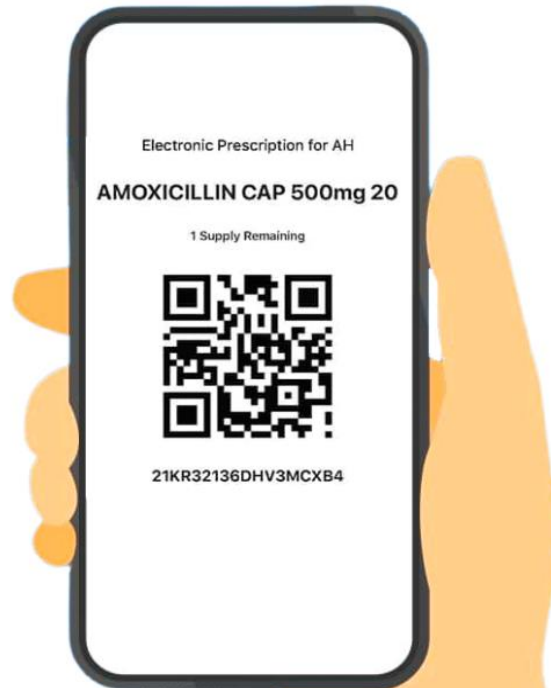
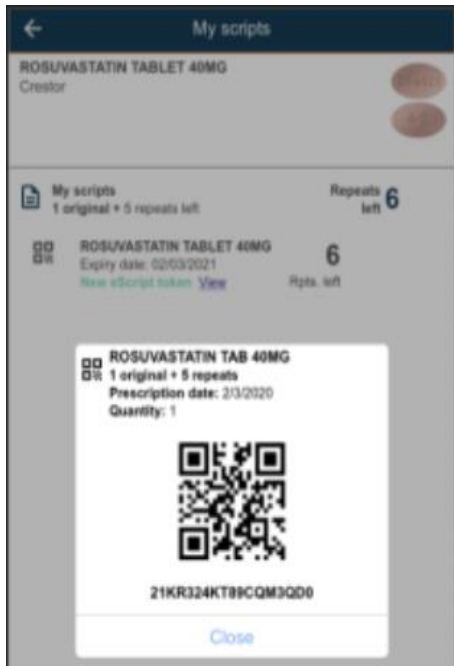




What do they look like?

They can take several different formats according to your preference

- Printed paper token
- SMS
- Email
- Active Script list





Where can I use electronic prescriptions?

Currently community pharmacies can dispense electronic prescriptions

Public Hospital pharmacies are not presently able to dispense electronic prescriptions





Can I still get a paper prescription?

Yes



Paper prescriptions are still available.

You will can choose to have either a paper or an electronic prescription at your next outpatient appointment at Royal Perth Hospital.



How do I get one?

If you require a prescription at your next scheduled Royal Perth Hospital Outpatient appointment, you will be offered the choice of receiving your prescriptions electronically.

During the consultation you will receive your electronic prescription(s). This will be an SMS, email, a printed token or via active script list.





What technology do I need for electronic prescriptions?

You don't need any technology to use electronic prescriptions.

If you have a mobile phone or a computer, you will be able to receive your electronic prescription via SMS or email.





Do I need My Health Record to use electronic prescriptions?

No

A My Health Record is not a requirement to use
electronic prescriptions.





Is the electronic prescription system secure?

Yes

Electronic prescription systems are secure.
They must meet a number of privacy and security
measures.





How do I use them?

Present or send your electronic prescription to your pharmacy.

If you have repeats, a new SMS/email/printed token will be provided when you get your medicine from the pharmacy.

(remember to check that your pharmacy is electronic prescriptions ready – approximately 90% of pharmacies are





How will they help me?

There are several benefits to using electronic prescriptions:



- ✓ Saves you time – Streamlines prescription processing
- ✓ Instant scripts in your hand – For telehealth appointments we don't need to mail your scripts
- ✓ Keeps your scripts organised – Removes the need for handling and storing a physical paper prescription (especially if you sign up for an Active Script List)
- ✓ Safe and secure scripts – Strict regulations in place
- ✓ Safer prescriptions – Enhanced mechanisms to assist prescribers & pharmacies
- ✓ Good for the environment – Reduces paper usage



How do I know the SMS or email is not a scam?

We recommend checking that your token(s) have been received prior to the end of your medical consultation.





If I get an electronic prescription, do I then need to get one every time I need a prescription?

No, the choice of whether you get an electronic or a paper prescription is always yours.





If I get an electronic prescription will the repeats also be electronic?

Yes, all repeats issued with the initial electronic prescription will also be electronic.

Any repeats will have new tokens issued by your community pharmacy once the prescription is dispensed. You will need to keep the new token for the next time you need the medicine.





Where can I get my medicines?

The majority of pharmacies can accept electronic prescriptions.

Next time you visit your pharmacy have a chat to the Pharmacist.





Why do I have lots of tokens?

Each medication prescribed will have it's own token.

If you have been prescribed multiple medications, you will receive multiple tokens.

If you have repeats, the community pharmacy will send you a new token for your next repeat at the time of dispensing.

Medication 1

Electronic Prescription for AH

ROSUVASTATIN 10mg 30
1 Supply Remaining

Medication 2

Electronic Prescription for AH

IRBESARTAN 150mg 30
4 Supplies Remaining

Medication 3

Electronic Prescription for AH

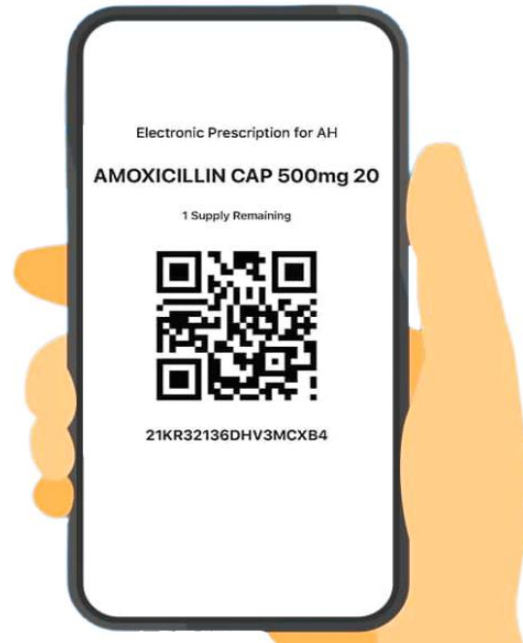
RAMIPRIL 5mg 30
2 Supplies Remaining



How many times can a Token be used?

Tokens can be only used once. This is because each QR code is unique.

If your prescription has repeats, separate tokens will be issued.





How do I know which token has been used to get my medicines?

Community pharmacies can determine which token has been used.

To best manage your tokens:

- Delete tokens after they have been dispensed
- Use Active Script List (it will organise tokens for you)





What happens if I lose my token?

If you lose a token generated during a Royal Perth Hospital Outpatient appointment you will need to contact the Royal Perth Outpatient Dispensary Pharmacy.

For repeats, contact the pharmacy that issued the repeat.

Royal Perth Outpatient Dispensary Pharmacy



6477 5083



***Monday to Friday 8.30am - 5pm**

***Excluding public holidays**



Can my Carer still collect my medicines?

Yes



A carer can collect your medicines using an electronic prescription.

You will need to send them the token with the barcode so they can give it to the pharmacy to unlock the electronic prescription.



Can I get my medicines delivered?

Yes

If your pharmacy offers home delivery:

- Forward the SMS or email to them so they can scan it
or
- Call them to validate your ID so they can access your
Active Script List

*Note home delivery may incur additional patient charges





Can I get all of my prescriptions electronically?

An increasing number of prescribers, particularly GPs are using electronic prescriptions.

At Royal Perth Hospital, only Doctors working in select outpatient clinics are able to generate electronic prescriptions at the present time. We hope to expand this service in future.





Where can I learn more?

Learn more about electronic prescriptions and active script list at [digitalhealth.gov.au](https://www.digitalhealth.gov.au)

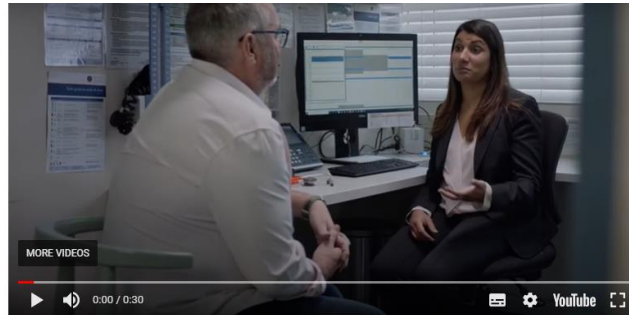


Electronic prescriptions

A convenient alternative to paper prescriptions.

What is an electronic prescription?

An electronic prescription is a digital version of a paper prescription. During your consultation, your healthcare provider can send your electronic prescription to you as a SMS or email.



Getting started

For everyone

For healthcare providers

- When you contact your doctor and pharmacy next, check that they are ready for electronic prescriptions and that your contact details are up to date.
- If your pharmacy already has an app, check that you can use it for electronic prescriptions. That way you don't need to keep track of the SMS or emails.
- Remember to name the contact details from the doctor or pharmacy as something easy to remember, so you can find the message easily when you need the medicine dispensed.

What are the benefits?

All medicines can be prescribed using an electronic prescription. The message with a link to your electronic prescription is stored on your digital device, so you can access it whenever you're ready - saving you time, streamlining the process and improving medicine safety.

Before your next appointment +

During your consultation +



Where can I get assistance with my electronic prescription(s)?

For assistance, please contact:

- **Your local pharmacy**

OR



- **Royal Perth Outpatient Dispensary Pharmacy**
6477 5083 (Monday to Friday 8.30am to 5pm
excluding public holidays)



Acknowledgement

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