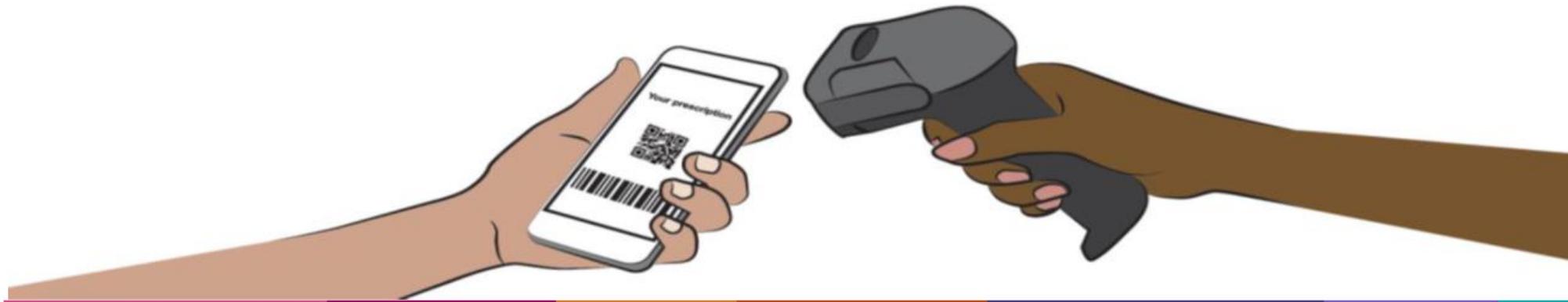




Government of Western Australia
North Metropolitan Health Service

Electronic Prescribing FAQs

New to select North Metropolitan Health Service Clinics



One team, **many** dreams.

Care / Respect / Innovation / Teamwork / Integrity

Acknowledgement: Alyssa Pisano and Roslyn Jones (Royal Perth Hospital CWB Project Team)



Your questions about electronic prescriptions answered



Contents

[What are 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 electronic prescriptions?](#)

[How will electronic prescriptions help me?](#)

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

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

[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?](#)

[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?](#)

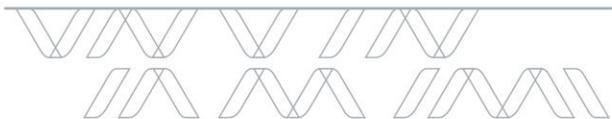
[Can my carer still collect my medicines?](#)

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

[What is an Active Script List?](#)

[Where can I learn more?](#)

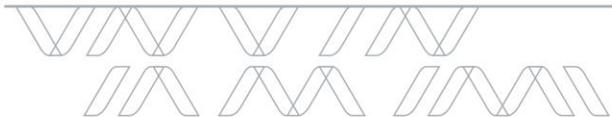
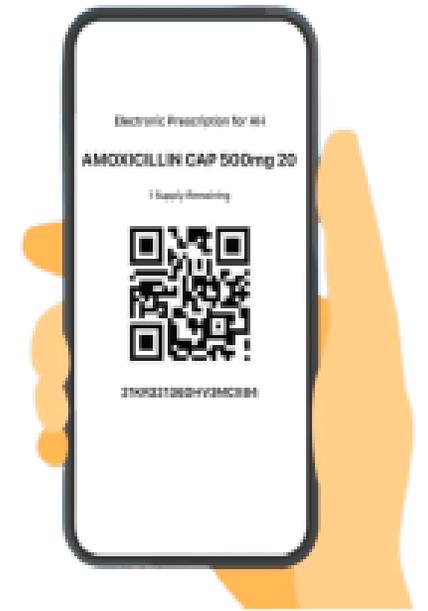
[Where can I get assistance with my electronic prescriptions?](#)



What are electronic prescriptions?

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

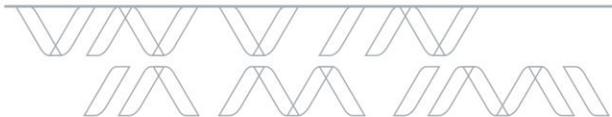
They contain the same information as a paper prescription but have a different appearance. The pharmacy receiving the token can see the full prescription information in their computer system.



What do they look like?

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

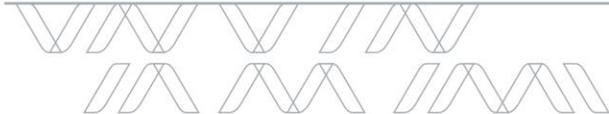
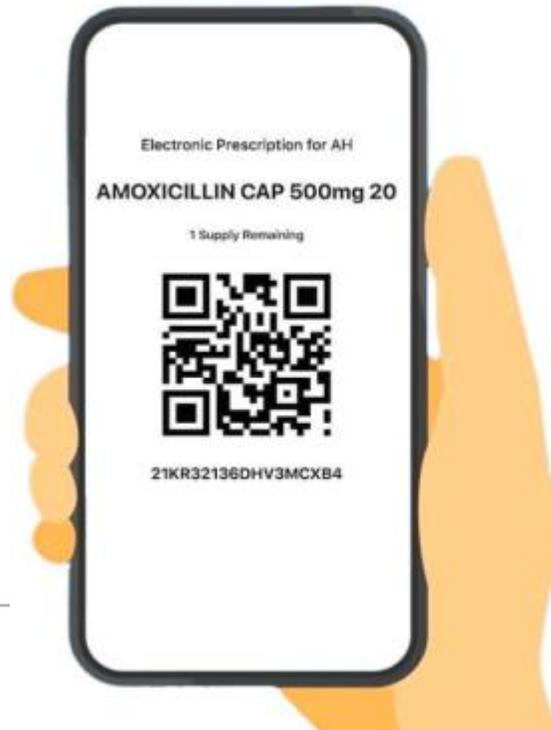
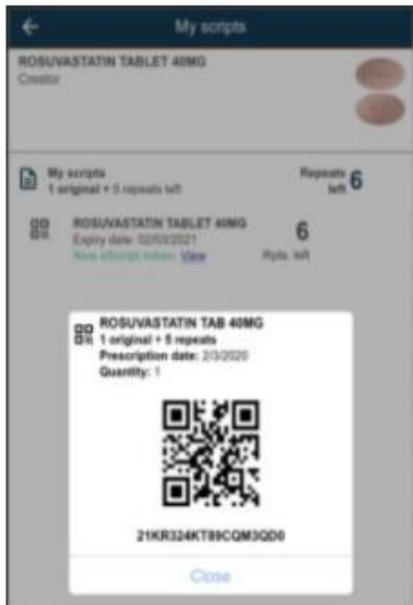
QR codes appear as black squares arranged in a square grid on a white background.



What do they look like?

They can be delivered by several different formats according to your preference:

- A token (email, SMS or printed sheet of paper containing a QR code)
- Active Script List ([More info here](#))



Where can I use electronic prescriptions?

Currently community pharmacies can dispense electronic prescriptions.

Public Hospital pharmacies are not presently able to dispense electronic prescriptions.



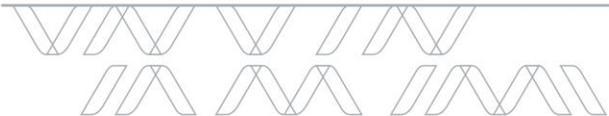
Can I still get a paper prescription?

Yes



Paper prescriptions are still available.

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



How do I get one?

If you require a prescription at your next scheduled 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 via SMS, email, a printed token or active script list. Your prescriber will check with you (or the nominated recipient) that the electronic prescription has been received.

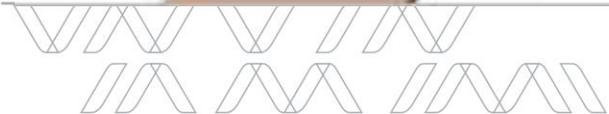


What technology do I need for electronic prescriptions?

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



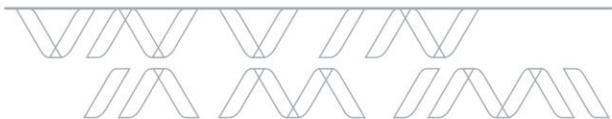
If you have a mobile phone or a computer, you will be able to receive your electronic prescription via SMS or email. Otherwise, the token can be printed



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.

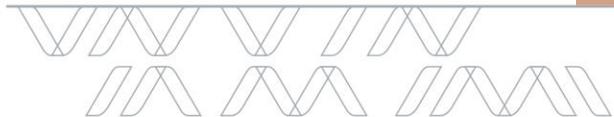
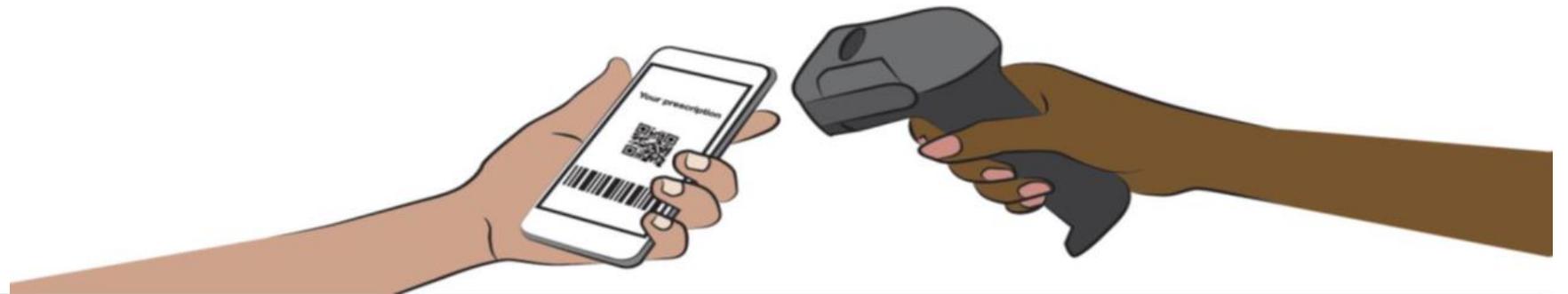


How do I use electronic prescriptions?

Present or send your electronic prescription to your community pharmacy. Remember to check that your pharmacy is electronic prescriptions ready.

The pharmacy will scan the QR code and prepare your prescription.

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

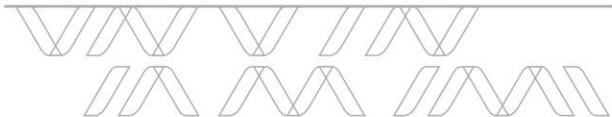


How will electronic prescriptions help me?



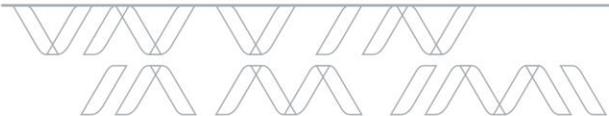
There are several benefits to using electronic prescriptions:

- ✓ 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 and pharmacies.
- ✓ Good for the environment – reduces paper usage.



How do I know the SMS or email is a scam?

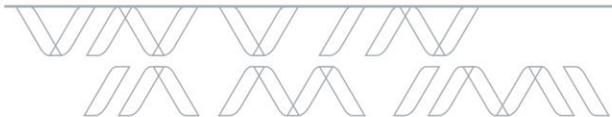
We recommend checking that your token(s) have been received prior to the end of your medical consultation.



Where can I get an electronic prescription dispensed?

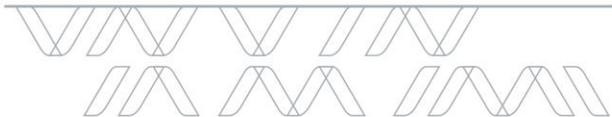
Currently most community pharmacies can dispense electronic prescriptions. Approximately 95% of pharmacies are registered for this service.

Public Hospital pharmacies are not presently able to receive electronic prescriptions. This is expected to change in 2025.



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

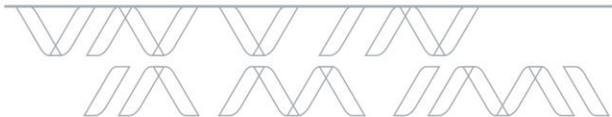
No, the choice of whether you get an electronic or a paper prescription is always yours.



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 once the prescription is dispensed. You will need to keep the new token for the next time you need the medicine.



Why do I have lots of tokens?

Each medication prescribed will have its own token.

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

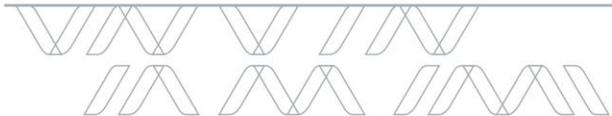
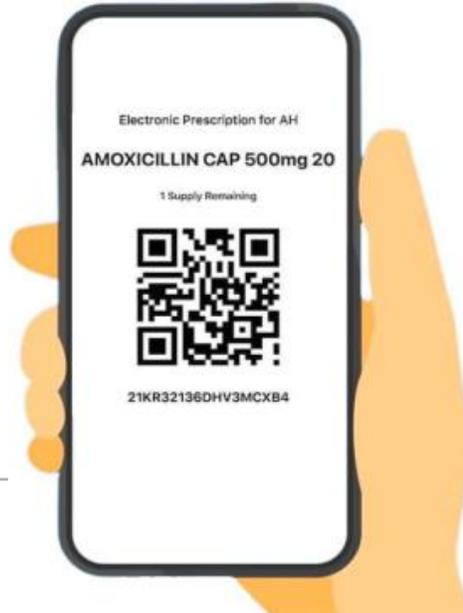
If you have repeats, the community pharmacy will send you a new token for your next repeat at the time of dispensing.



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.



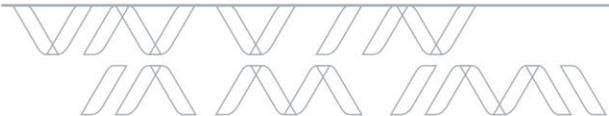
How do I know which token has been used to get my medicines?

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)

TOP TIPS 



What happens if I lose or don't receive my token?

If you lose or don't receive a token generated during an Outpatient appointment you will need to contact the prescribing team to re-issue the token, ensuring the correct contact details have been provided.

For issues with repeats, contact the pharmacy that issued the repeat.

Contact us

Sir Charles Gairdner Osborne Park Hospital Care Group Switch Board

(08) 6457 3333

King Edward Memorial Hospital Switch Board

(08) 6458 2222

Graylands Hospital Switch Board

(08) 9380 7700

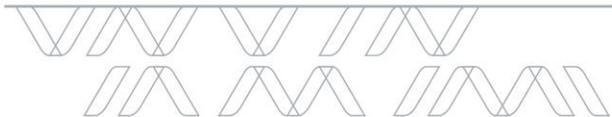


Can my carer still collect my medicines?

Yes

A carer can collect your medicines using an electronic prescription.

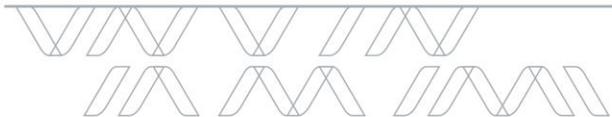
You will need to send them the token with the barcode so they can give it to the pharmacy to unlock the electronic prescription.



Can I get all of my prescriptions electronically?

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

At the North Metropolitan Health Service, only prescribers working in select outpatient clinics can generate electronic prescriptions at the present time. We hope to expand this service in future.

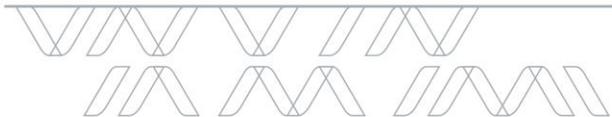


What is an Active Script List (ASL)?

An Active Script List is a digital list of your electronic prescriptions. To register speak to your local community pharmacist, and provide 100 points of ID.

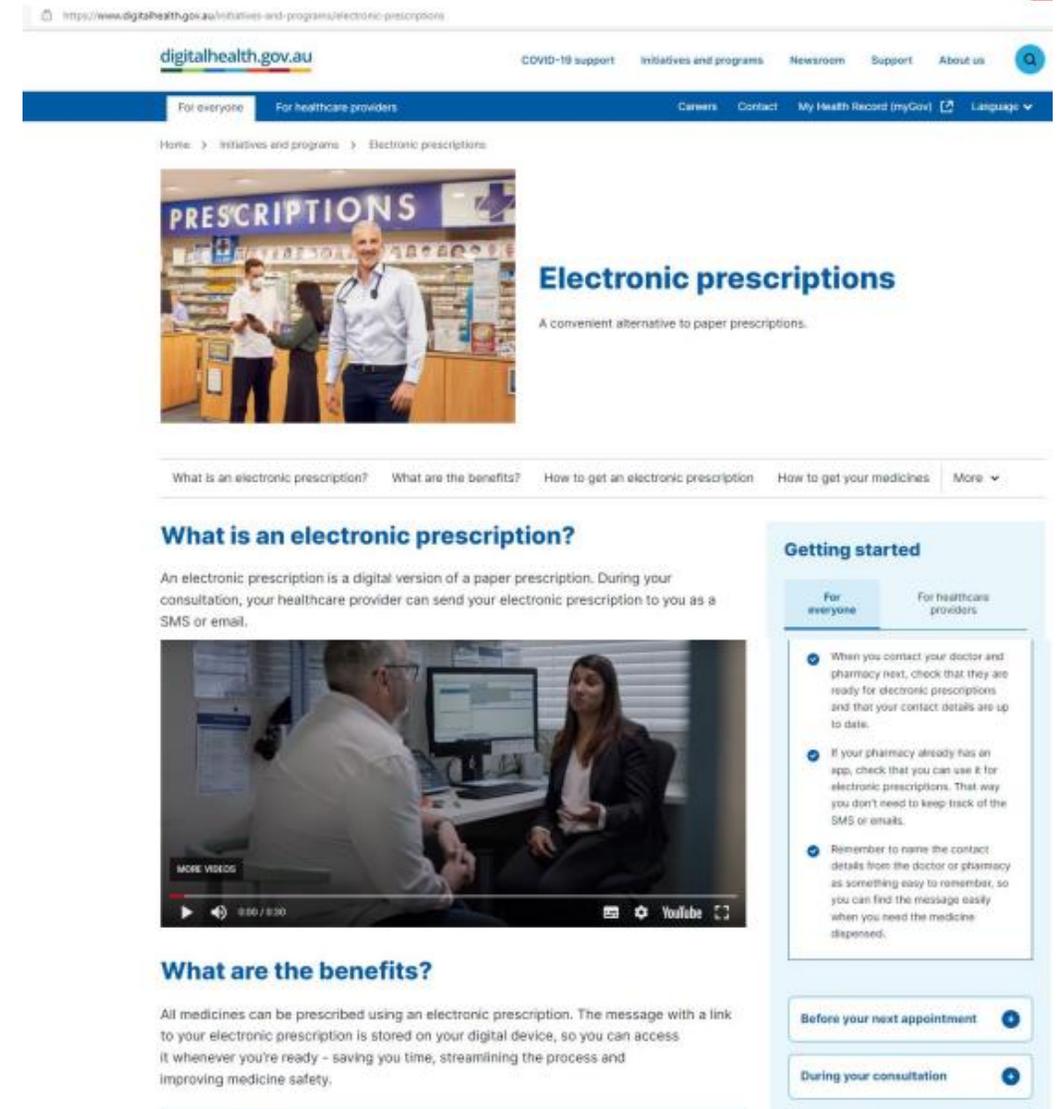
Once registered, you no longer need to keep track of each electronic prescription token. Having an ASL means you can walk into any participating pharmacy, give consent for them to access your list, and have that pharmacy dispense your medicines.

Over 85% of Australian pharmacies are registered to use ASL!



Where can I learn more?

Visit the [Digital Health Agency website](https://www.digitalhealth.gov.au) to learn more about electronic prescriptions and the active script list.



The screenshot shows the Digital Health Agency website page for Electronic Prescriptions. The URL is <https://www.digitalhealth.gov.au/initiatives-and-programs/electronic-prescriptions>. The page features a navigation bar with links for COVID-19 support, Initiatives and programs, Newsroom, Support, and About us. Below the navigation bar, there are tabs for 'For everyone' and 'For healthcare providers'. The main content area includes a header image of a pharmacist and a doctor, followed by the title 'Electronic prescriptions' and a sub-headline 'A convenient alternative to paper prescriptions.' Below this, there are several sections: 'What is an electronic prescription?', 'What are the benefits?', 'How to get an electronic prescription', 'How to get your medicines', and 'More'. A video player is embedded in the 'What is an electronic prescription?' section, showing a doctor and a patient. To the right, there is a 'Getting started' section with a list of steps for healthcare providers and buttons for 'Before your next appointment' and 'During your consultation'.

digitalhealth.gov.au

COVID-19 support Initiatives and programs Newsroom Support About us

For everyone For healthcare providers Careers Contact My Health Record (myGov) Language

Home > Initiatives and programs > Electronic prescriptions

Electronic prescriptions

A convenient alternative to paper prescriptions.

What is an electronic prescription? What are the benefits? How to get an electronic prescription How to get your medicines More

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.

Before your next appointment

During your consultation

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.



Where can I get assistance with my electronic prescription?

For assistance, please contact:

- **Your local pharmacy**

OR

- **Please complete this [form](#) to request assistance or provide feedback.**

N.B. Form submissions are monitored Monday to Friday, 7am to 5pm



Acknowledgement

Australian Digital Health Agency (2024)

Alyssa Pisano and Roslyn Jones (Royal Perth Hospital CWB Project Team)

