

# Electronic Prescriptions

## Patient general FAQs

### What is an electronic prescription?

An electronic prescription is a prescription that is electronically generated and sent to your mobile phone or computer. You can use an electronic prescription, in the same way as a paper prescription, to get medicines from your pharmacy.

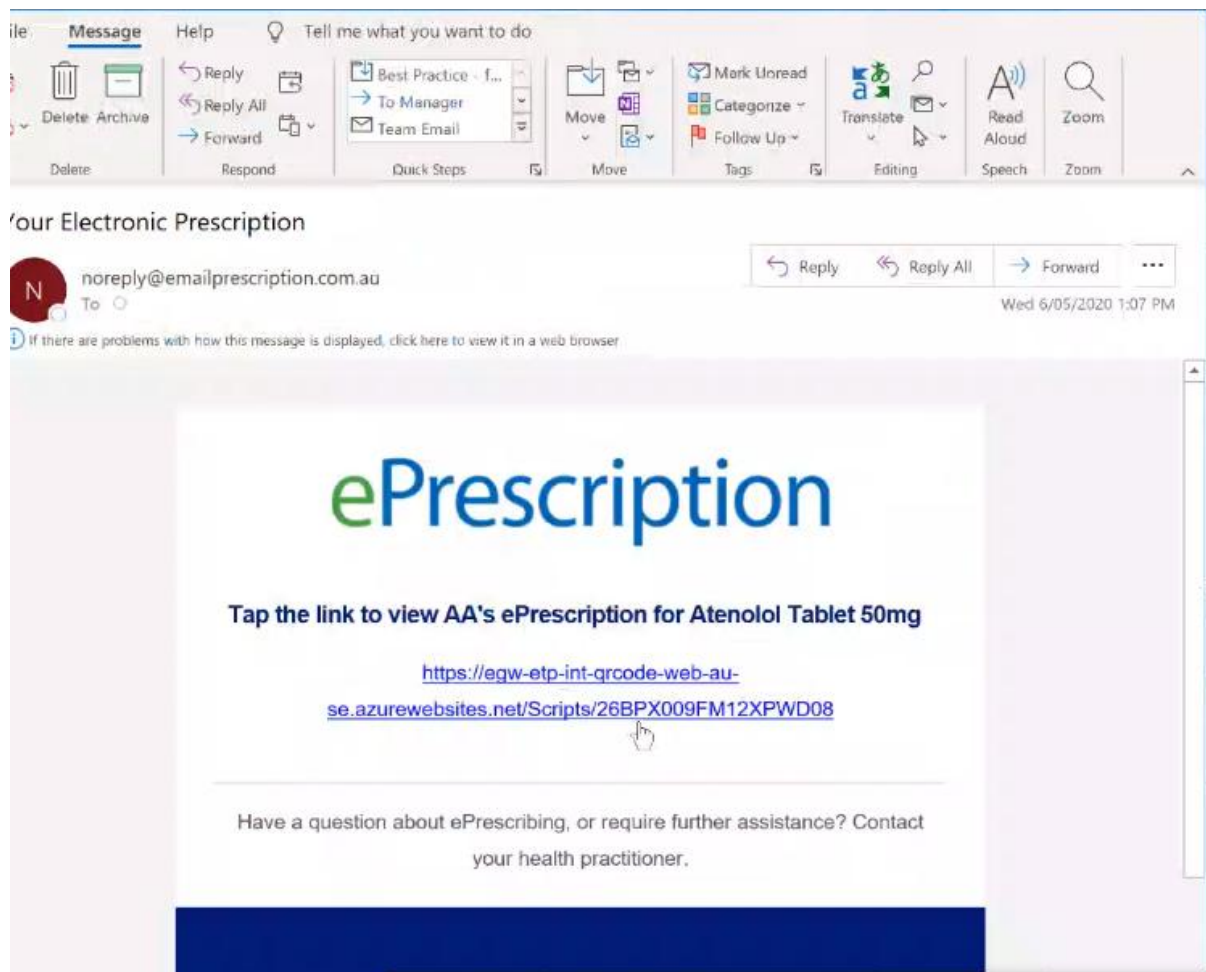
### Can I still get a paper prescription if I want one?

Yes, paper prescriptions are still available. You can choose to have either a paper or an electronic prescription.

When your doctor writes your electronic prescription, they will send you a 'Token' which is an electronic message sent to your mobile phone or computer.

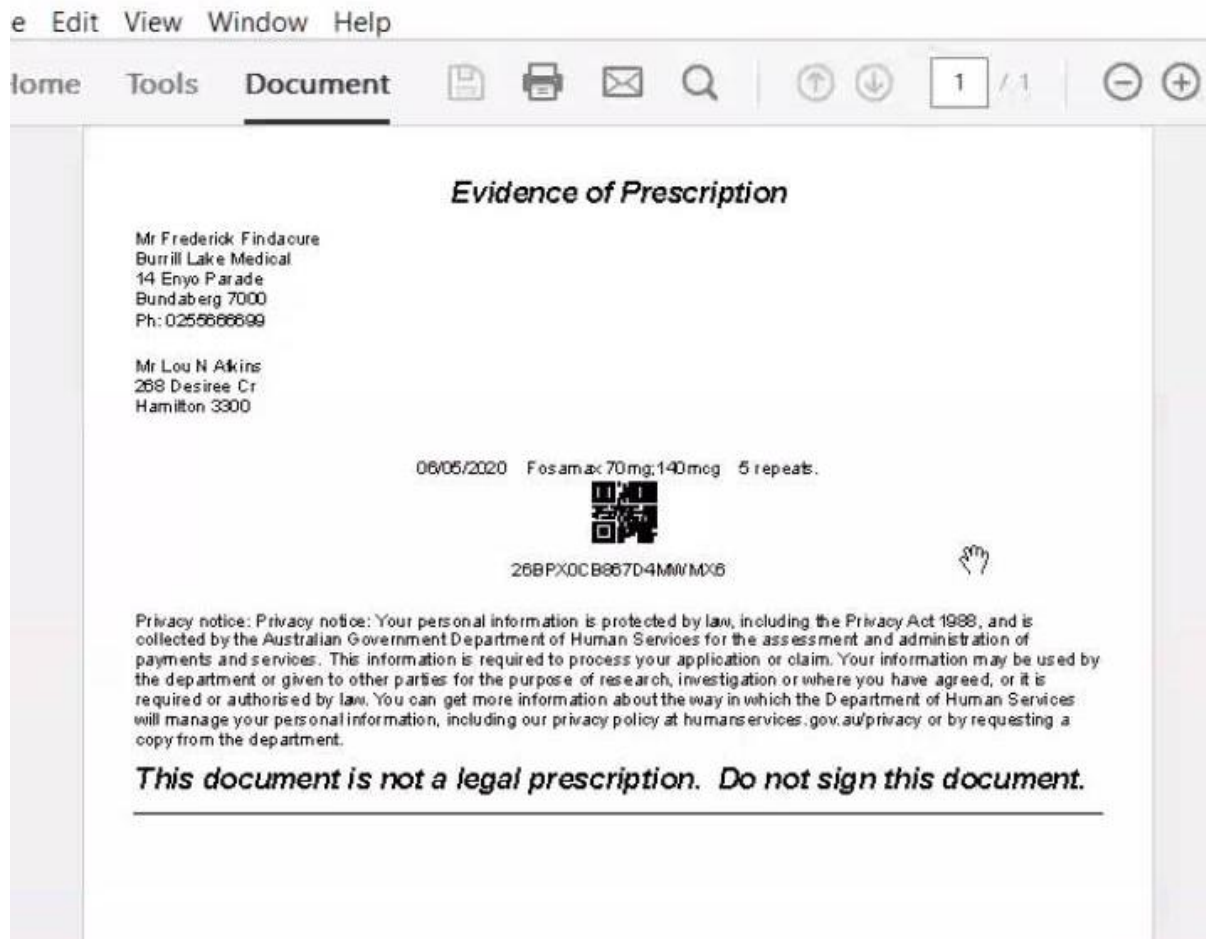
### What will my electronic prescription token SMS or email look like?

This may change depending on electronic prescription exchange development, but the message should look similar to the following, with a hyperlink for the patient to click on and download the token.



### What will my token look like?

It will be a SMS or email message with a QR code and some information about your medicine.



### How soon will I receive my electronic prescription token after my doctor sends it?

A patient should receive their electronic prescription token very shortly after the doctor has sent it to you.

### What is the benefit of an electronic prescription?

Electronic prescriptions will give people convenient access to their medicines and will improve patient safety by reducing the risk of transcription errors.

They can also lessen the risk of infection being spread in general practice waiting rooms and at community pharmacies as they are sent directly to the patient and can be forwarded to the pharmacy.

### What technology do I need for electronic prescriptions?

You don't need any technology to participate as a patient, because you can receive a paper version of the token. To receive an email or SMS token, you will need a mobile phone or a computer. The phone does not have to be a smart phone, but pharmacies will be unable to scan a QR code from an older type of phone.

**Is the electronic prescribing system secure?**

Electronic prescriptions must meet a high level of privacy and security. Your prescription is protected until it is retrieved at your pharmacy when you give them your token.

**Are there any medicines that can't have an electronic prescription issued?**

There are currently no restrictions as to which medicines can be prescribed using an electronic prescription.

**Will I get a separate token for each medicine I am prescribed?**

You will get a separate token for each medicine you are prescribed.

If you have repeats on your prescription, your pharmacy will send you a new token for your next repeat. You will need to give the new token to the pharmacist when it is time to get your medicine.

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

Your pharmacy can verify which token has been used. Once you have your medicine you should delete the token that was used to get that medicine.

**What happens if I lose my token?**

If you lose your token, you will need to ask your doctor to cancel the electronic prescription and issue a new one. The doctor will send you a new token.

**How do I get my medicines?**

You can go to the pharmacy and they will use your token to unlock the electronic prescription and supply your medicines.

**Who can collect my medicines?**

As is currently the case with paper prescriptions, a family member or agent may collect your medicines for you. You will need to send them the token with the QR code so they can give it to the pharmacy to unlock the electronic prescription.

**Do I need to go to the pharmacy to get my medicine?**

Check with your pharmacy to see if they do home delivery and if you can forward your token to them. If so, there is no need to go into the pharmacy.

**Can I go to any pharmacy with an electronic prescription?**

Eventually, most pharmacies will be able to give you your medicine from an electronic prescription. If you want to make sure you should check with your pharmacy directly.

**When can I start getting electronic prescriptions?**

Doctors and pharmacists will need to upgrade their computer software to be able to write and receive electronic prescriptions.

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

You can check that you have received your token before you leave the doctor's office or finish your telehealth consultation, so you know it is from your doctor.

**How do I make sure that my doctor and pharmacy have the correct email address, mailing address and phone number?**

Your GP practice will usually check with you that they have your correct details when you arrive for your doctor's appointment.

If using telehealth, check your details are correct when you book online.

You can also check with your doctor when they issue your electronic prescription that all your details are correct.

**My token was sent to the wrong number. Can it be resent to the correct one?**

It would need to be cancelled and sent to the correct mobile phone number. You should check that your doctor has sent you the token before you leave the GP practice.

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