

Electronic prescriptions

What is an electronic prescription?

An electronic prescription is a digital version of a paper script. They are a safe and convenient alternative to paper prescriptions. When you visit your doctor, you can choose to receive an electronic prescription when you next need a prescription.

What are the benefits of electronic prescriptions?

- There is no need to carry paper prescriptions and this reduces the risk of losing scripts.
- You can access your electronic prescriptions on your mobile device wherever you have internet access.
- Electronic prescriptions are a more convenient option if you travel frequently. If you cannot go to your pharmacy, it is easier and faster to order your medicines using an electronic prescription.
- If you are having a telehealth consultation, you can receive your prescription straight away.

How do I get an electronic prescription?

Your doctor will send a SMS or email with to your mobile phone. It will contain a link to a unique QR barcode known as a 'token' which contains your prescription information. You will receive a separate token for each medicine you are prescribed. Check that you have received your token before you finish the consultation with your doctor.

How do I use an electronic prescription?

Open the message you receive from your doctor. Next, click on the link in the message. Your electronic prescription token will display on the screen.

Visit the pharmacy of your choice and present your token. They will scan the token and provide you with the medicine. If you have repeats on your prescription, your pharmacy will send you a new token for your next repeat.

To save time, you may forward your token directly to the pharmacy to have it ready for collection or delivered to your home (if this service is available).

Can someone else collect my medicine on my behalf?

Yes, you can forward your token to a trusted friend/family member/carer and they can collect your medicine on your behalf.



What happens if I accidentally lose or delete my electronic prescription?

If you accidentally lose or delete the SMS or email with your electronic prescription token, you can ask for it to be resent. For original prescriptions, contact the prescriber. For repeats, contact the pharmacy that issued the repeat.

What is an Active Script List?

An Active Script List is a digital list of your electronic prescriptions. It can be a convenient option if you take multiple medications.

What are the benefits of an Active Script List?

- You no longer need to keep track of multiple electronic prescription tokens.
- Most pharmacies across Australia now have access to the Active Script List and can dispense your medicines providing you have given them consent.
- Active Script List helps your doctor and pharmacist to manage your medicines more easily.
- If your pharmacy offers home delivery, you do not need to leave your home to get your medicines.

How do I get an Active Script List?

- To set up your list, visit your pharmacy with a mobile phone and 100 points of identification [100 points of identification \(PDF, 83.08 KB\)](#).
- After you have registered, any electronic prescription that you receive will be automatically added to your Active Script List. You can choose for some medicines not to be added by speaking with your doctor.
- You may also receive a SMS or email with a link to a token if you choose.

When you visit your pharmacy, ask them to access your Active Script List and dispense your medicine.

Additional resources

Electronic prescriptions webpage: <https://www.digitalhealth.gov.au/electronic-prescriptions>

Electronic prescriptions and Active Script List online learning:
<https://training.digitalhealth.gov.au/mod/page/view.php?id=961>

Australian Digital Health Agency contact form: www.digitalhealth.gov.au/contact-us

Translating and Interpreting Service

131 450

www.tisnational.gov.au/Help-using-TIS-National-services/Contact-TIS-National

National Relay Service

1300 555 727

www.accesshub.gov.au

