



eRx FAQ's

What is eRx Script Exchange?

eRx Script Exchange is the first Australia-wide platform for e-scripts. It allows GPs, medical specialists and other prescribers to send e-scripts with confidence, knowing that patients can have them dispensed in 99% of pharmacies around Australia.

Scripts are encrypted and sent to a secure gateway, for retrieval at a patient's pharmacy of choice. eRx is a platform designed to easily incorporate e-health standards as they are finalised and implemented

eRx Script Exchange is an industry initiative integrating 19 leading medical and pharmacy software vendors. eRx Script Exchange is owned by Fred Health Pty Ltd.

How many doctors and pharmacists are currently writing eRx barcoded original scripts?

As of October 2010, there are over 7,500 doctors transmitting eScripts to eRx and over 3,000 pharmacies are downloading eScripts and uploading repeats. An additional 1,700 pharmacies have registered for eRx and are awaiting installation by their software vendor. Over 20 million eRx scripts have been processed since the launch last year.

What are the benefits of electronic scripts via eRx?

There are three key benefits behind eRx:

1. First and foremost, eRx improves patient safety by eliminating transcription errors when entering prescriptions as a result of pharmacists receiving an exact electronic copy of what was prescribed.
2. eRx provides total patient choice as to where they take their prescription. eRx will not support channelling of prescriptions in community pharmacy.
3. eRx will result in greater efficiencies to all health professionals through high speed receipt of accurate prescription information, the receipt of dispense notifications and the ability to request new prescriptions electronically.

How does eRx work?

eRx replicates, and operates in parallel to the existing paper prescription process:

- A participating doctor prints a paper prescription, using their existing software, which now includes a unique eRx barcode

eRx



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- The e-Script is encrypted and sent securely to eRx using existing HeSA PKI certificates held by all pharmacists and doctors
- The patient takes their prescription to the pharmacy of their choice
- The pharmacist scans the barcode which downloads the prescription details to the dispensing software and allows the normal dispensing process to continue
- If the patient's chosen pharmacy is not eRx enabled, the script will be dispensed using their dispense software in the normal manner

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What makes eRx different?

eRx has taken a unique approach to the electronic transfer of prescriptions by engaging with all the major prescribing and dispensing vendors in Australia. Through comprehensive contract agreements, users of eRx are provided with guaranteed performance levels and end user support through your vendor while using the system.

eRx's approach means that that doctors, specialists and pharmacists need no new hardware or software. You simply need to update your existing prescribing or dispensing software.

What software systems will work with eRx?

eRx has contracted the vendors who provide prescribing systems to over 90% of doctors and specialists and 99% of pharmacies in Australia. These vendors include:

Doctor and specialist prescribing systems: Best Practice, Medical Director, Genie Solutions, Zedmed, Houston Medical, Stat Health, Rouesnel Medical Systems, Virtual Practice

Pharmacy dispensing systems: Fred Dispense, minfos, Corum (Amfac and Lots), Simple Retail, ScriptPro, Pharmacy Pro, iSynergy, MountainTop Dispense

** These vendor lists will be updated as additional vendors sign on to integrate with eRx.*

Does this mean the end of paper prescriptions?

eRx will run in parallel with the existing paper prescription system. In the future, options to phase out paper prescriptions may be investigated and reviewed with all appropriate parties.

What if a pharmacy or prescriber cannot connect to eRx?

The paper based prescription continues to act as the official document, which will ensure that the prescribing and dispensing of medication can always occur.

How do doctors, specialists and pharmacists become a user of eRx?

All doctors, specialists and pharmacists can register to use eRx by going to www.erp.com.au and clicking on Register for eRx. This registration will be provided to your nominated software vendor to allow them to install eRx on your desktop.

How much does it cost?

There are no sign-on fees, no licence costs, and no lock-in contracts for doctors, specialists and pharmacists. There are also no transaction costs for doctors.

The eRx model is based on a pharmacy user-pays system. However, dispensing of electronic scripts will be effectively free for all pharmacies as a result of a new pricing policy announced by eRx Script Exchange in May 2010. The policy includes two major changes. eRx will lower its transaction fee to match the 15c incentive payment under the Fifth Community Pharmacy Agreement. eRx will also exchange all electronic scripts not currently funded by the incentive scheme at no cost. This includes private scripts and pharmacy initiated originals and repeats therefore ensuring that pharmacies are not out of pocket for using e-Scripts.

For further information about the Community Pharmacy Agreement Electronic Prescription Incentive see the "eRx-No_costFAQ.pdf" Fact Sheet available at www.erp.com.au

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Is eRx private and secure?

Yes. The only people who see the transmitted data are those that already see the paper script – i.e. doctors and pharmacy staff. All messages transmitted to and from eRx are encrypted utilising international standard security tools including existing HeSA PKI certificates. This provides security such that eRx has no ability to decrypt and read data.

What independent checks have eRx undergone regarding privacy and security?

eRx has passed an independent Security Assessment and Privacy Impact Assessment, which means they are accredited under the Australian Government National eAuthentication Framework around security and ensuring they meet all obligations under the Privacy Act 1988.

What standards does eRx use?

eRx has adopted existing messaging standards through the use of web services technology, the utilisation of HeSA PKI certificates and conforming to privacy legislation. eRx will adopt to emerging messaging standards as they become available.

Why has the Pharmacy Guild endorsed eRx?

The Guild has publically stated the primary reasons for its endorsement of eRx are:

- eRx improves safety and efficiency of the prescribing and dispensing process
- eRx does not support prescription channelling and therefore avoids 'moral hazard' for health professionals and maintains the patient's choice of pharmacy.
- eRx is a Script Exchange only. Prescription data is held at eRx in a fully encrypted format and eRx does not have the ability to see any prescription or patient data
- The sale or supply of bulk de-identified patient data is restricted.
- The technical service standards and performance of eRx are approved and monitored by the Guild
- The eRx business model can rapidly deliver an e-prescription solution nationally to all pharmacists, GPs and specialists
- eRx will maintain paper scripts in the process until it can be confident no Australian will be disadvantaged by the move to a paperless prescriptions.
- To demonstrate that community pharmacy is committed to driving innovation in the health sector

How does eRx help with emergency supply prescriptions and new script requests?

eRx will facilitate the communication of emergency supply and new prescription request between prescribers and pharmacies.

Does the patient need to give consent to use eRx?

For transactions between prescribers and dispensers, consent is implied in the initiator's consultation with the patient in the same way it is currently done with the paper system. If the patient does not wish their record to go through eRx they should speak to their doctor and pharmacist.

What about scripts from other eScript exchanges? Can you process them on eRx?

Only eRx originated eScripts can be processed by eRx. If you receive prescriptions with other non-eRx barcodes you will need to process the script manually as you presently do. You could contact the prescriber and discuss using eRx in the future to improve patient safety and help with your efficiency. The eRx website has information and brochures to download and share with your local doctors. Remember eRx is free to use by doctors and is now available in software used by over 80% of doctors.

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What are the timelines for eRx?

eRx has been operational since April 2009 and is actively installing sites across Australia. Over coming months this process will continue as each of the software vendors are integrated into eRx.

How can I get more information regarding eRx Script Exchange?

For further information, join our mailing list by going to www.erp.com.au. Alternatively, contact eRx via e-mail support@erp.com.au