



# eRx

script exchange

December 2010 • January 2011

# NEWS

**! Have you registered for eRx eScripts?**  
Register now to ensure that your customers experience the safety and quality benefits of eScripts – [www.eRx.com.au](http://www.eRx.com.au)

## 25+ million eScripts caps off an exciting 2010

This has been an exciting year for electronic prescriptions and eHealth in Australia.

The introduction of incentive payments for electronic prescriptions under the Fifth Community Pharmacy Agreement was a real milestone – thanks to the leadership of the Federal government and Pharmacy Guild in viewing electronic prescriptions as a standard for health care in Australia.

The importance of electronic prescriptions as a vital piece of infrastructure has continued to be emphasised with eHealth developments, most notably the government announcement to make electronic health records available to all those who want one.

*Season's Greetings*

We have seen exponential growth in the numbers of pharmacies and GPs using eRx eScripts – up from 5 million at this time last year to over 25 million this year. So too, the number of medical and pharmacy sites has grown dramatically, with 8,200 doctors and 3,300 pharmacies now using eRx.

The most significant change resulting from this, of course, is that more and more health professionals and their patients are experiencing those benefits of optimal efficiency and accuracy in dispensing.

**HIGHLIGHTS FOR THE YEAR > PAGE 2**

## Zedmed goes live

Medical software specialist Zedmed will launch eRx to its users in January, giving its 5,500 + professionals in high-volume medical sites around Australia access to eScripts.

The launch will represent a significant milestone for the company, according to Grant Williamson, General Manager, Zedmed. "We are delighted to now launch eRx to our users. eScripts have been of particular interest to our users given the significant volumes of prescriptions that they manage, both in terms of efficiencies but also in improving patient management and communication between health care providers."

• Continued on page 3

**eScript claiming commences**  
Turn to page 2 for details

### What's New

- Zedmed live
- Tackling chronic health management
- HealthEasy joins eRx
- eScript claiming commences
- ePrescribing in NZ
- Highlights for 2010

**STATS:**  
8,200 doctors,  
3,300 pharmacies,  
25.5 million scripts dispensed

### Doctor Vendor Partners



### Pharmacy Vendor Partners



Mountaintop Systems

## eScript claiming commences

*Applies to pharmacies only*

The first eRx emails to enable claiming for eScripts were sent out to pharmacies in November.

This signalled the start of an interim Medicare process for claiming your eScript payments and continuing to use eScripts for effectively no cost. If you received one of these emails, then you need **to take action**.

You will recall that under the 5th Community Pharmacy Agreement (5CPA) pharmacies are eligible for 15c for qualifying eScripts. This PBS Electronic Prescription fee is designed to offset some of the costs charged to pharmacists by prescription exchange service providers such as eRx.

One of the benefits of activating your No Cost Policy

### The new process – a recap

Pharmacies using eRx receive an email each time they close a PBS claim.

This email will include:

1. An invoice from eRx Script Exchange
  2. Two Medicare Claim forms
- The two Medicare Claim Forms attached to the email must be printed, signed and submitted to Medicare. These Claim Forms will trigger your ePrescription Support Fees.
  - The email also contains an eRx invoice. If you have activated your No Cost Policy the ex-GST amount will be no higher than the total PBS Electronic Prescription Fees that you are eligible to receive.

is that this includes a direct debit authority, which means that you will not be charged a handling fee. Pharmacies that have not yet signed up for direct debit will be charged a \$3 manual handling charge with each claim.

Meanwhile, Medicare expects

to have its more automated process utilising PBS online in place by July 2011. In the interim, you will continue to receive your claiming information via email from eRx every time you close a claim.

Visit [www.ERX.com.au](http://www.ERX.com.au) if you have any further questions or

would like to activate your No Cost Policy.

*Please note:* Some of you may also have received an invoice for \$0.00. This is for your records only, and claiming documentation does not need to be sent to Medicare.

Before the start of these emails, eRx was carrying your transactions at no charge. From now eRx will be charging for eligible prescriptions that are downloaded and dispensed, and you will need **to take action** to claim your PBS Electronic Prescription Fees from Medicare.

## 2010 highlights from the Chairman:

- The significant number of eScripts generated by doctors and dispensed by pharmacies has resulted in safer healthcare for patients
- eRx is already free for doctors, and in **May** we launched a new pricing policy to keep eScripts free for pharmacy also.

We lowered our transaction fee to 15c to match the 15c incentive payment for qualifying eScripts (which means that there is no out-of-pocket for pharmacies). And we said that we would also process eScripts that don't qualify for the incentive

scheme (such as private and pharmacy initiated originals and repeats), ensuring no out-of-pockets in these cases.

- In **August**, we gained our independent security and privacy accreditation first time, thanks to our rigorous security and privacy standards. The Security Assessment and Privacy Impact Assessments took eight weeks to complete and were conducted in accordance with Australian Government information security standards and policy documents.



*Graham Cunningham, Chairman eRx Script Exchange.*

- Medical Director, Zedmed and PharmacyPro have all gone live with eRx throughout the year.
- The number of vendor partners has also

continued to grow, ensuring that the clinical and pharmacy dispensing platforms used by the majority of doctors and pharmacies around Australia are already running or will shortly launch with eRx. This includes clinical software companies MD, Best Practice, Zedmed, Genie, Houston, Stat Health, Virtual Practice, HealthEasy, Rousel Medical Systems and dispensing software companies Fred IT, Corum, Minfos, Simple Retail, HealthSoft, Script Pro, iSynergy.

• *Continued on page 4*

## Tackling chronic disease management

David Freemantle, eRx National Project Director

eRx has joined a new Australian initiative aimed at integrating pharmacy and medical systems and improving chronic disease management.

Called the Collaborative Care Cluster Australia (CCCA), it brings together world leading organisations in healthcare services, education, industry, research and development who share an interest in improving patient management.

Cluster partners bring substantial experience in the area, with their collaborative solutions already in use by practitioners, pharmacies and patients around Geelong and the Bellarine Peninsula.

Expansion of the trial will see up to 6,000 additional patients benefiting from the trial in the Melbourne metropolitan area. The project involves the best-practice integration of various clinical, telehealth, medication management and pharmacy systems to safely and securely consolidate patient consented medical information from different GP and pharmacy sources.

Consolidation of patient information for better patient management and outcomes is a key benefit of the project,



which is based on the integration of the Precedence Health Care chronic disease management system (cdmNet), eScripts (eRx) and telehealth (Cisco Unified-Communications) into a network of collaborative care solutions.

eRx's role has been in making patient's medication information available where consent is provided. As David Freemantle, eRx National

Project Director, describes, "Securely and safely integrating information from different clinical systems is fundamental to enabling better health outcomes for all patients, but particularly those with chronic disease. Consented information such as that provided by eRx is a vital part of consolidating health care information and will lead to better patient outcomes all round."

Other health benefits will include increased follow up and review of care plans, increased care team collaboration, improved patient self management, and greater accessibility to chronic disease management services. In addition, improved evidence-based care in practice as a result of increased uptake of MBS Chronic Disease Management items.

## Zedmed goes live

• Continued from page 1



This launch is the culmination of significant work in fully integrating eRx into our clinical software. This has been a vital process in ensuring that our users can introduce eScripts into their practice in a way that is secure and mirrors their existing workflow. Importantly, the launch of eRx is part of delivering ongoing leadership and innovation to our users in high-volume sites around Australia."

The first step in beginning to use eScripts is to register with eRx Script Exchange. Zedmed users who haven't yet registered can do so at [www.ERX.com.au](http://www.ERX.com.au). If you have already registered, and want to find out more about your installation timing, contact Zedmed.



# simpl

## New Zealand ePrescribing Preferred Partner Selection

Bennett Medary, CEO, Simpl NZ.

eRx Script Exchange's development partner, Simpl (New Zealand), has been selected to implement the Simpl Health Information Exchange into New Zealand to power the New Zealand ePrescription Service.

The Simpl Health Information Exchange is the core integration engine used to develop and power eRx.

One of the key reasons for the success of Simpl's bid against New Zealand and international consortiums was the demonstrable existence, scalability and technical sophistication of the eRx solution in Australia. The strong, collaborative philosophy driving the Simpl and eRx partnership was also a key factor.



## HealthEasy joins eRx

Newly-launched medical software company HealthEasy is introducing eRx to make eScripts available to its users.

Dr Ross Evans, senior GP and head of the Queensland-based company, said that the company's passion for eHealth services makes eScripts a natural step.

As Dr Evans describes, "With the availability of integrated electronic health records, critical information such as that on allergies, and past treatments and clinical notes, can become potentially lifesaving. Where patient consent is given, electronic prescriptions are an important step in building access to consolidated records that give health professionals access to this information."

"We believe that the future of medical software is in a service approach, which ensures that users have access to software that is easy to use and easy to install, with software updates fully integrated and automatic. eRx Script Exchange epitomises this approach, introducing eScripts in a way that is fully secure and easy to use, mirroring existing workflow, and automatically updated as new developments come on line."

The company expects to make eRx eScripts available to its users by mid 2011.

## 2010 highlights from the Chairman:

• Continued from page 2

- Significant steps have been taken in the development of eHealth standards for ePrescribing. eRx is contributing to the development of these standards, and we look forward to implementing them once they are published.

We look forward to an equally busy and exciting year ahead. Our focus will continue to be on making eRx available to as many health professionals and their patients as we can. And, importantly, we will continue embracing and rigorously exploring the opportunities for eHealth, as these rely upon the ability for consented medical information to be shared securely and safely between health providers.

Of course, these developments are testament to the significant work and commitment of our vendor partners – the medical and pharmacy IT specialists who work tirelessly to ensure that eScripts are rolled out with the utmost of ease and security for our users and their patients. And of course, for the overwhelming support of those users, the pharmacy and medical sites around Australia.

We wish you all a safe and enjoyable end of 2010, and look forward to continued innovations throughout 2011.

## Endorsement Partners



## Development Partners



Public Sector Health Industry Partner of the Year

E support@erx.com.au  
T 1300 700 921 F 1300 704 431  
www.erx.com.au