

## TECHNOLOGY

ITEM	WHY IS IT IMPORTANT?	eRx RECOMMENDATION	ACTION
<b>Is your internet connection reliable?</b>	A fast, reliable and stable internet connection ensures you are able to process traditional paper scripts as well as future ePrescriptions.	ePrescribing is expected to have a low impact on internet bandwidth when transmitting data. Most ADSL2 and NBN connections will suffice. eRx recommends plans with unlimited data and mobile internet as a backup in case your store internet connection goes down. When selecting the internet plan for your pharmacy, consider other services or devices requiring an internet connection. e.g. video conferencing, as you may require a higher plan.	Contact your internet provider to find out if your current internet speed is sufficient.
<b>Are you managing your paper scripts electronically?</b>	Storing and managing your paper scripts electronically saves your team the time they would otherwise spend manually sorting and searching for paper scripts. This allows them to focus more on your patients, and less on administration.	MedView Paperless automatically sorts and stores scanned scripts in the cloud. This not only gives your team the time back they might spend sorting and identifying missing scripts but also a tool to quickly search and retrieve scripts, and email copies to Medicare Australia or the customer if required.	MedView Paperless is integrated with most major software vendors, check it out <a href="#">here</a>
<b>Do your scanners successfully scan ETP barcodes, every time?</b>	Functioning scanners ensure the intended efficiency and patient safety of ETP scanning.	eRx recommends a USB HID compatible scanner such as the Motorola ds9208 2d desktop barcode scanner.	Checkout the recommended scanner <a href="#">here</a>
<b>Are your PC's and operating systems current and up to date?</b>	Up to date, patched operating systems and current hardware and peripherals mean a more responsive computer, reduced maintenance costs, increased PC efficiencies for cloud and mobile as well as greater security for your valuable data.	eRx recommends running Windows 10 Professional 64 bit. Older, non-supported versions of Windows do not receive the latest patches and security updates from Microsoft. Please note: Microsoft support for Windows 7 will cease from January 2020.	Checkout recommended PC's <a href="#">here</a>
<b>Do you have a security plan for your IT?</b>	Without a security plan in place your business is at high risk of breaches from external parties. It is important to have a security plan as without this it can result in many negative results for your business such as loss of data or down time for your business.	eRx recommends up to date anti-virus software to protect your pharmacy and your data in conjunction with a security awareness program for your team. An awareness program identifies areas such as appropriate internet access and the opening of email attachments.	Checkout recommended anti-virus solutions <a href="#">here</a> Security awareness programs – Please contact your IT provider to find out more.
<b>Is your data securely backed up?</b>	Data is one of the greatest assets each pharmacy have. Not having it securely backed up means you are running the risk of losing your valuable data in the case of fire, theft or hardware failure. Loss of data would impact your ability to draw upon patient records and other important information related to your day to day processes.	Industry best practice for data backup is to have it in three different locations. For a pharmacy this means the original source (server or computer), onsite backup and offsite. Consider the Australian Privacy act regarding keeping data onshore in Australia when choosing a backup service. eRx recommends that you not only backup the data from your dispense system but also all other information and application data in your pharmacy. This includes documents and other third-party applications such as WebsterCare, GuildCare and Healthnotes.	Checkout recommended backup solutions <a href="#">here</a>
<b>Is your dispensing software up to date?</b>	Running the latest version of your dispensing software is important to ensure the latest integrations and functionality are available to you.	eRx recommends you run version updates to your dispensing software as they are released.	Contact your dispensing software provider to ensure you are running the latest version.

## CONNECTIVITY

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<b>Are you connected to a Prescription Exchange Service (PES)?</b>	Having well-functioning electronic transfer of prescription (ETP) software integrated with your dispense system now helps you to test your readiness for ePrescriptions. It is safe, stable and funded for community pharmacies through the 6CPA.	eRx recommends registering for eRx Script Exchange. It provides a safer and faster service to your patients and is cost neutral to pharmacies.	Register for eRx <a href="#">here</a>
<b>Are your local Dr's connected to a PES?</b>	A PES provides a safe and secure electronic transfer of prescription information between doctors and pharmacists. It is a key enabler of delivering medications information instantly to eHealth systems such as My Health Record (MyHR) and real time prescription monitoring (RTPM)	eRx recommends getting your local doctors registered with eRx. If you are receiving scripts without a PES barcode, eRx we can assist with registering those health practitioners.	Click <a href="#">here</a> to notify eRx of your health practitioners who don't have a PES barcode on their scripts.
<b>Do the barcodes on your scripts always scan?</b>	Scanning barcodes on your scripts saves you time and also eliminates the risk of human error in entering patient and medication information from a script. Scanning barcodes is important as this data will form the base infrastructure for ePrescribing.	eRx recommends contacting us immediately if you have barcodes that aren't scanning.	For non-scanning eRx barcodes, contact eRx via <a href="#">email</a> or call 1300 700 921 for assistance.
<b>Are you connected to MyHR?</b>	MyHR allows the secure, electronic sharing of patient health information. It enables efficient and effective medication reconciliation and improves continuity in patient care and safety.	As a key enabler of delivering medications information instantly to a patient's MyHR, eRx recommends full integration of your dispensing software with MyHR.	Contact your dispense software vendor to find out how to integrate with MyHR.
<b>Are you using Real Time Prescription Monitoring?</b>	Real time prescription monitoring systems play a key role in reducing the growing harms from prescription medicine misuse. RTPM provides health practitioners with accurate and timely information regarding their patient's medication history to help make more informed clinical decisions at the point of care. Current RTPM systems include SafeScript (VIC) and DORA (ACT).	<p><b>Victorian pharmacies:</b> As per legislation in July 2018, you are required to be connected to a PES. Once connected to a PES, eRx recommends registering with SafeScript prior to it becoming mandatory in April 2020.</p> <p><b>ACT pharmacies:</b> As of June 2019, the Federal Government's National Data Exchange was integrated with DORA. eRx recommends you are connected to a PES and registered for DORA to ensure prescription data is being transferred to the NDE.</p> <p><b>All other states:</b> eRx recommends checking your local jurisdiction for information regarding RTPM implementation in your state.</p>	<p>Find out more about SafeScript <a href="#">here</a></p> <p>Find out more about DORA <a href="#">here</a></p>

## TEAM

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Are all your team scanning scripts?	Ensure your team are scanning the PES barcodes on doctor original scripts as it improves quality and safety of medication provision as well as a reduction in potential errors in transcription.	eRx recommends regular reviews with your team to ensure awareness of the importance of scanning barcodes and are consistently doing so.	Appoint one of the dispensary team as the scanning champion. Run short focused activities to track and improve your scanning.
Is your team optimising your pharmacy's eHealth?	Having all team members committed to improving your pharmacy's eHealth connectivity and functionality will increase the safety and efficiency improvements for your patients and pharmacy.	Get all team members, not just those in the dispensary team involved in eHealth checks and reporting. Establish a process where any issues such as receiving a script without a barcode, or a barcode not scanning can be rectified as quickly as possible.	Pharmacy assistants can check if barcodes are present on all original scripts. Appoint eHealth officers who are responsible for reporting any barcode issues to eRx. Implement a process where these issues can be easily communicated or recorded, to be reported immediately or at the end of each day.

**GET  
READY  
NOW!**



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