

# Are you ready for ePrescriptions?

Ensure your pharmacy is electronic prescription (ePrescription) ready by using this guide to assess your current technology, connectivity and pharmacy team. Optimising your current tools and implementing new technologies and processes can deliver better patient outcomes as well as safer, more efficient healthcare.

## ePRESCRIPTION REQUIREMENTS Prepare your pharmacy to be ready to process ePrescriptions when available

ITEM	WHY IS IT IMPORTANT?	eRx RECOMMENDATION	ACTION
<b>Are you connected to a Prescription Exchange Service (PES)?</b>	To participate in ePrescriptions you must be connected to a PES. The ePrescription is transmitted from the doctor's prescribing system to the PES and your patients can provide your pharmacy access to their prescription in the PES.	Register with eRx Script Exchange. Its safe, fast and is cost neutral to pharmacies.	Register for eRx <a href="#">here</a>
<b>Does your pharmacy have a HI Service?</b>	A core requirement for ePrescribing is that your pharmacy has a Healthcare Provider Identifier-Organisation (HPI-O) and is connected to the HI service	Obtain an Healthcare Provider Identifier-Organisationa (HPI-O) by connecting to the HI service. You may have already completed this process if your pharmacy has access to MyHR.	Information about how to register your organisation for a HPI-O is available <a href="#">here</a>
<b>Is your dispensing software ePrescription certified and up to date?</b>	To dispense ePrescriptions please ensure your dispensing software has been certified with the Australian Government for ePrescribing. To ensure you have access to the latest integrations and functionality you will also need to be running the latest version of your dispensing software.	eRx recommends you have dispensing software certified to process ePrescriptions and that you stay up to date with software releases.	Contact your dispensing software provider for more information.
<b>Do you have a tool to manage ePrescriptions</b>	It's important that your pharmacy is able to manage ePrescriptions received at the Script In area, prioritised with paper scripts and processed in the Dispensary.	MedView Flow allows you to bring your paper scripts and ePrescriptions into the one electronic workflow. It's cloud based and can be used with any dispensing software. MedView Flow ensures all Australian pharmacies can embrace ePrescribing whilst continuing to provide efficient and safe care, regardless of whether patients present their script electronically or via paper.	MedView Flow is available FREE of charge for up to 5 devices, check it out <a href="#">here</a>
<b>Do you have the hardware requirements to manage ePrescriptions?</b>	To process an ePrescription you will need to be able to scan QR code tokens presented on a patient's phone or printed copy, view a patient's active script list, and for conformance, view the original script while dispensing.	It is expected that the number of ePrescriptions will be low in the initial rollout period and suggest you keep store changes to a minimum while you learn how your customers and your team interact with ePrescriptions. Over time we will be able share learnings from early adopter sites to help guide your thoughts on potential store changes. <b>Script In area:</b> it is advised that you have a modern computer terminal and scanner. The physical in-pharmacy script-in process could equally be handled using a tablet (with cameras). <b>Dispensary area:</b> all the script information is virtual and only viewable in the MedView Flow queue on a computer. Pharmacies should consider whether to operate dual screens or have a central tablet/queuing unit to allocate work to dispensing software and allow the pharmacist to check the dispensed items against the original legal document.	Checkout the recommended scanners <a href="#">here</a> Checkout the recommended monitors <a href="#">here</a> For suggestions around how your script in and dispensary area can be setup click <a href="#">here</a>
<b>Do you have an existing patient medication management tool?</b>	A tool for pharmacies to streamline communication during COVID-19 whilst managing medication requirements from home.	There are a number of medication management tools that your pharmacy can register for which will assist with communication. These include MedAdvisor and GuildLink.	To find out more about MedAdvisor click <a href="#">here</a> and for GuildLink click <a href="#">here</a>
<b>Are you storing paper scripts electronically?</b>	Storing and managing your paper scripts electronically saves your team time they would otherwise spend manually sorting and searching for paper scripts.	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>

## ePRESCRIPTION SUPPORTIVE TECHNOLOGY Ensure your pharmacy technology provides optimum support for ePrescriptions

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<b>Is your internet connection reliable?</b>	A fast, reliable and stable internet connection ensures you are able to process both paper and 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 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.	Windows 10 Professional 64 bit operating system. Older, non-supported versions of Windows do not receive the latest patches and security updates from Microsoft. Please note: Microsoft support for Windows 7 ceased in January 2020.	Checkout recommended PC's <a href="#">here</a>
<b>Do you have an IT security plan and protection?</b>	Without a security plan or adequate protection your business is at high risk of data breach. This can be devastating for your business and cause loss of data, privacy breach or down time	Cyber security protection including anti-virus software, intrusion detection and prevention, network monitoring, and staff awareness training to protect your pharmacy and your data.	Checkout recommended cyber security protection service tailored for pharmacy <a href="#">here</a>
<b>Is your data securely backed up?</b>	Your pharmacy data is one of your greatest assets, so ensuring it is securely backed up in case of fire, theft or hardware failure is essential.	It is Industry best practice to have your data backed up in three different locations. For a pharmacy this means the original source (server or computer), onsite and offsite backup. Consider the Australian Privacy act regarding keeping data onshore in Australia when choosing a backup service. eRx recommends that you backup ALL pharmacy data including, dispense, business documents and third party applications e.g WebsterCare, GuildCare and Healthnotes	Checkout recommended backup solutions <a href="#">here</a>

## eHEALTH READINESS Ensure your pharmacy is always connected and active with eHealth tools

ITEM	WHY IS IT IMPORTANT?	eRx RECOMMENDATION	ACTION
<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 ePrescriptions, My Health Record (MyHR) and real time prescription monitoring (RTPM).	If you are receiving scripts without a PES barcode, eRx 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 paper 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 forms the base infrastructure for ePrescribing.	Contact eRx immediately if you have barcodes that aren't scanning.	Contact eRx via email or call <b>1300 700 921</b> for assistance. email: support@erx.com.au
<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).	<b>Victorian pharmacies:</b> As per legislation in July 2018, you are required to be connected to a PES. SafeScript became mandatory in April 2020. <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. <b>QLD Pharmacies:</b> It is anticipated that QScript will be available to Queensland practitioners in late 2020. <b>All other states:</b> eRx recommends checking your local jurisdiction for information regarding RTPM implementation in your state.	Find out more about SafeScript <a href="#">here</a>  Find out more about DORA <a href="#">here</a>  Find out more about QLD <a href="#">here</a>
<b>Are all your team scanning scripts?</b>	Ensure your team are scanning the PES barcodes on all doctor original scripts to improve the quality and safety of medication provision as well as a reduction in potential errors in transcription.	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.
<b>Is your team optimising your pharmacy's eHealth?</b>	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.