phn NORTH WESTERN MELBOURNE

An Australian Government Initiative

What can I do to prepare my pharmacy for electronic prescription?

☐ **Update patient details -** Record all patient (or carers') email and mobile phone number details and ensure they are up to date. Ensure the patient's Date of Birth, Medicare card details, gender and first/last name is up-to-date. If your pharmacy utilises SafeScript your organisation will already have policies in place around the collection, storage and maintenance of this information.

☐ **Register for a PRODA (Provider Digital Access) account -** Ensure that the pharmacy owner has a PRODA account. If other members within the pharmacy are likely to manage areas such as Electronic Prescriptions or My Health Record, ensure that they also have a PRODA account and their account is linked to the organisation along with the necessary permissions.

☐ **Apply for a HPI-O -** Check that the pharmacy has a Healthcare Provider Identifier-Organisation (HPI-O) number and is connected to the Healthcare Identifiers Service (HI Service). HPI-O is a core requirement for electronic prescriptions and organisations will need to register for this through PRODA. The pharmacy does not have to register for the My Health Record to get a HPI-O number, however pharmacies that have registered for My Health Record will already have a HPI-O number.

☐ **You may require a NASH or PBS PKI site certificate and link it to HPI-O -** Contact your dispensing software provider to confirm certificate required. If you require a NASH certificate this can be done through PRODA. Note: Pharmacies do not have to register for the My Health Record to get a NASH certificate, however those that have registered for My Health Record will already have one. Please be aware NASH certificates have a 2-year expiry date. If your pharmacy has an expired NASH certificate or if it is due to expire, a new certificate will need to be requested and downloaded through PRODA.

☐ **Ensure upgraded software is configured with relevant information -** Check that the pharmacy's HPI-O number and provider's HPI-I is entered into the dispensing software and ensure that your software is up to date in order to scan QR codes. If you are unsure where to find this information within your dispensing software, your software provider can assist.

☐ **Comply with state legislation -** Check to ensure you are compliant with your local state and territory legislation such as the management of controlled medicines.

☐ **Ensure your pharmacy has a Q scanner -** Confirm your pharmacy has a compatible scanner and you may test by scanning the QR code on the next page.

☐ **Consider 'workflow' suitable for your pharmacy -** Discuss as a team how electronic prescription may be incorporated along with dispensing of paper prescriptions in your day-to-day practice. Ensure the team is familiar with the new process and are informed.

☐ **Create awareness -** Provide your pharmacy's details, including email, fax and if applicable, mobile phone number to local general practices and any other practices from whom your pharmacy regularly receives scripts. *(A template example has been provided below)*

[YOUR PHARMACY NAME]

We are registered to receive electronic prescriptions!

We are pleased to inform you that [*your pharmacy name]* is now registered to receive electronic prescriptions.

Our contact details are:

Phone (mobile):

Email:

Phone (landline):

Fax:

Address:

☐ **Seek Help -** For further assistance there are a number of resources available to you including:
- The Australian Digital Health Agency's (ADHA) Electronic Prescribing – For Dispensers and FAQs
- NWMPHNs webinar recording Electronic Prescribing – Update For Pharmacists
- For assistance with any of these steps, please contact your relationship manager at NWMPHN on **(03) 9347 1188** or email **primary.care@nwmphn.org.au**