



Information for patients and customers

What is eRx Script Exchange?

eRx Script Exchange is an Australia-wide internet based gateway allowing prescriptions to be sent electronically and securely between GPs and pharmacies. It has been developed to improve patient safety by ensuring that the information on your prescription arrives at the pharmacy exactly as the doctor intended.

Why are e-scripts important?

- Electronic prescriptions reduce the chance of keying errors during dispensing, which enhances patient safety and strengthens confidence that you are getting the right medication at the right time
- You will have a better health care experience overall, as a result of improving coordination and management of care between GPs and pharmacies
- Advances in use of computer technology, such as eRx Script Exchange, are an important step in managing the growing health care costs in Australia

What happens?

Your doctor will print a paper prescription as normal, but with an eRx barcode on it. At the same time, the prescription information is sent securely to eRx Script Exchange. You can then walk into any Australian pharmacy to have your medication dispensed. The pharmacist will scan your prescription barcode and this will retrieve your script information.

Is my information secure?

All of your personal and medication information is fully encrypted so that it is completely private and secure. Only your doctor and pharmacist can see your information, as they can now. eRx is not able to decrypt or see your information.

Can I still choose which pharmacy I go to?

Yes, you can still have your script dispensed at any pharmacy of your choice. If the pharmacy does not have eRx available, they will dispense your medication manually as they do today.

Can I get my repeats at any pharmacy?

Yes, you can go to any pharmacy for your repeats. Simply present the paper prescription with the eRx barcode to the pharmacy, and your electronic prescription will be retrieved from eRx, and dispensed.

Do I have to pay?

No, eRx is free for patients.

What information is sent?

The electronic prescription contains the same information as the paper prescription. There is a small amount of extra information sent about the drug itself to ensure that the correct medication can be matched to the pharmacy software.

Who sees my information?

Only the doctor and the pharmacy can see your information. Nobody else, including eRx, government, or any third party, can see your information.

Will my data be provided to anybody else?

No, not unless you ask us to. In future, we will be able to send your data to third parties to create an electronic health record, however, this will only be done with your full consent.

Can I choose not to have my prescriptions sent to eRx?

Yes. If you prefer not have your prescription information sent to eRx Script Exchange, please speak to your doctor or pharmacist.