

WHAT CAN I DO TO PREPARE MY PRACTICE FOR ELECTRONIC PRESCRIPTIONS?

- Update patient details** – Ensure the patient's date of birth, Medicare card details, gender and first/last name are up to date within your clinical information system. A Quality Improvement Activity can be completed for Quarter 3 (A PDSA has been developed and can be found [here](#)).
- Connect to a Prescription Delivery Service** – Ensure your practice is connected to a Prescription Delivery Service. Existing services include [eRx](#) or [MediSecure](#). (A quick way to know is to check if barcodes are being printed on your prescriptions.)
- Apply for a HPI-O** – Ensure your practice has a Healthcare Provider Identifier-Organisation (HPI-O) and is connected to the Healthcare Identifiers (HI) service and a valid NASH certificate. The [HPI-O](#) is a core requirement for electronic prescriptions and organisations will need to register for this through PRODA. Practices that have registered for My Health Record will already have a HPI-O number.
- Contact your software provider to confirm certificate required. You may require a NASH or Medicare PKI site certificate and link it to your HPI-O.** Please be aware NASH certificates have a two-year expiry date and a new certificate will need to be requested and downloaded through [PRODA](#).
- Stay up to date** – Make sure you are on the most current version of your clinical software and you are subscribed to their newsletters for updates. Check the organisation's HPI-O number and provider's HPI-Is are entered into the clinical information software. You will also need to keep a lookout for any correspondence from them explaining what steps you will need to take to ensure your clinical information software is ready for electronic prescriptions.
- Keep pharmacy details up to date** – Ensure your local pharmacies' details, including email, fax and - if applicable -, mobile phone number are entered into your electronic address books in your clinical software programs.
- Comply with state legislation** – Check you are compliant with your local legislation such as the management of controlled medicines.
- Educate your staff** – Keep staff informed about electronic prescribing and how they may respond to patient's questions about electronic prescriptions.
- Seek Help** – For further assistance there are several resources available to you including:
 - Contact digitalhealth@westvicphn.com.au to request password to access your online [Toolkit](#) equipped with Recourses and Education Materials.
 - The Australian Digital Health Agency's (ADHA) [Electronic Prescribing – For Prescribers](#) and [FAQs](#) pages
 - For help with any of these steps, contact digitalhealth@westvicphn.com.au