

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

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 are up to date. If your pharmacy uses SafeScript, your organisation will already have policies in place for the collection, storage, and maintenance of this information.

Register for a PRODA (Provider Digital Access) account

Ensure 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 they also have a PRODA account and their account is linked to the organisation along with the necessary permissions.

Apply for an HPI-O

Check 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 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 certificate and link it to HPI-O

Contact your dispensing software provider to confirm the certificate required. If you require a NASH certificate this can be done through PRODA.

Note: Pharmacies do not have to register for 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 two-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 the pharmacy's HPI-O number and provider's HPI-I are entered into the dispensing software and ensure 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 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 here:



Consider a suitable workflow for your pharmacy

Discuss as a team how electronic prescriptions may be incorporated along with dispensing of paper prescriptions in your daily activities. Ensure the team is familiar with the new process.

Create awareness

Provide your pharmacy's details, including email, fax and - if applicable - mobile phone number to local GP practices and other practices from which your pharmacy regularly receives scripts.

Consumer awareness – Contact digitalheal@westvicphn.com to request password to access your online [Toolkit](#) equipped with resources and education materials.

Seek Help

For further assistance:

- The Australian Digital Health Agency's (ADHA) [Electronic Prescribing – For Dispensers](#) and [FAQs](#)
 - For assistance with any of these steps, please contact digitalhealth@westvicphn.com.au
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