

How **Electronic Prescriptions** (e-Scripts) Work in Australia



Electronic prescriptions (e-prescriptions) are a convenient and secure way for your doctor to send your prescription directly to you by SMS or email instead of providing a paper script.

This fact sheet explains how e-prescriptions work, how to use them at the pharmacy, and how to access repeats.

WHAT IS AN E-PRESCRIPTION?

An e-prescription is a digital version of a standard prescription. After your consultation, your doctor will send you a unique QR code (called a “token”) by SMS or email. This token allows a pharmacist to securely access your prescription.

E-prescriptions can be dispensed at any pharmacy in Australia that supports electronic prescribing.

HOW TO USE YOUR E-PRESCRIPTION

Step 1 **Receive your token:** You will receive a message containing a QR code and basic prescription details. Keep this message safe until your medication has been dispensed.

Step 2 **Attend a pharmacy (or send the token electronically to your pharmacy):** Show the pharmacist the QR code on your phone, or bring a printed copy. The pharmacist will scan the code and dispense your medication. Most pharmacies will also allow you to send your script through by email or SMS, or have an App for electronic uploading.

How **Electronic Prescriptions** (e-Scripts) Work in Australia



IMPORTANT: THE QR TOKEN ONLY WORKS ONCE

The original QR token can only be scanned one time. After the pharmacist dispenses your medicine, that token becomes inactive. This safety feature helps prevent accidental double dispensing.

HOW REPEATS WORK

If your prescription includes repeats, the pharmacist will provide you with a new QR token after dispensing your medication.

This repeat token may be sent by SMS or email, or provided as a printed copy. Each time a repeat is dispensed, you will receive a new token until all repeats have been used.

ACTIVE SCRIPT LIST (OPTIONAL)

You may choose to register for an Active Script List (ASL). This allows your pharmacy to securely store and access your current electronic prescriptions and repeats without needing individual QR tokens.

Important: The ASL is usually set up with a specific pharmacy. If you choose to attend a different pharmacy, you will normally need to register again at the new pharmacy for them to access your Active Script List.

PRACTICAL TIPS

- Keep your prescription message until your medication has been dispensed.
- Store repeat tokens carefully.
- If you lose a token, contact your pharmacy or doctor.
- You can attend any participating pharmacy in Australia.

How **Electronic Prescriptions** (e-Scripts) Work in Australia



WHEN TO CONTACT YOUR DOCTOR

WellFemme members: contact our member support team if you lose your prescription token, need a new prescription, experience side effects, or have questions about your medication.

Non-members: You can lodge an eScript request if you have seen your WellFemme doctor within the last 9 months, or book a Review appointment to see your doctor as needed.

This fact sheet provides general information only and does not replace advice from your doctor.

Scan this code to see our
range of clinical services
and free resources.

