

eScript Patient FAQ's

What is an eScript?

e-Prescribing is driven by software/technology which is used to electronically send a prescription to a pharmacy via the patient. When a patient has had a consultation with their doctor, the doctor can use their e-Prescribing software from a computer to write and send a prescription electronically.

How can I receive my eScript?

If you are seeing your doctor in the clinic you can choose to receive an electronic prescription (e-Script). The e-Script will arrive as a QR token via SMS or email. If you have repeat prescriptions, you will be sent a new token by the pharmacy after each script is dispensed until the repeats are complete.

Do all pharmacies accept eScript?

Yes. You can take your prescription to the pharmacy of your choice. Most pharmacies in Australia are connected to eRX however if the pharmacy you visit does not have eRX they will dispense your medication manually.

Why would my eScript get denied?

If your doctor is prescribing at doses higher than normal, the prescription may be denied. This means that your doctor must clinically show that you have tried and failed taking a less expensive or preferred medication on the formulary before your plan will cover the prescribed medication.