



FACT SHEET NATIONAL HEALTH PLAN

SUPPORTING TELEHEALTH CONSULTATIONS

Helping you get your medicine if you are confined to your home

As part of the National Health Plan, telehealth can now be bulk-billed and Electronic Prescribing is being fast-tracked, with work to upgrade the doctor and pharmacy software well underway. It is expected to be ready by May 2020 (refer to the fact sheet [here](#)) but there are options immediately available to support telehealth services so you can get medicine sent directly to you at home.



How do I get medical services if I can't leave my house?

Doctors, nurses and mental health professionals are able to deliver bulk-billed services via telehealth until 30 September 2020 via phone or video conferencing. More information on telehealth can be found [here](#).

How do I get a prescription if I have a telehealth consultation?

Your doctor will still create a paper prescription during your telehealth consultation. They can also create a clear copy of the entire prescription (a digital image such as a photo or pdf) to send to your preferred pharmacy via email, text or fax for delivery of your medicine to your home.

If you prefer, your doctor can send your paper prescription to you in the mail, allowing you, a family member or friend to obtain your medicine from the pharmacy of your choice.

Prior to your telehealth consultation, you may wish to consider the following:



If you do need a prescription and would like your medicine delivered to your home, which pharmacy would you like your doctor to send your prescription to?



You may also like to contact your pharmacy and ask if they have your medicine in stock and confirm if they are providing home delivery services.



Confirm that your doctor has your current address on their system.

How do I get my medicines if I'm confined to home?

If you have asked your doctor to send on a copy of your prescription to your pharmacy, your pharmacy will deliver your medicines to the address on your prescription and discuss payment arrangements.

If you have chosen to receive your prescription via mail, a family member or friend can obtain your medicine from your pharmacy on your behalf.

How do I fill an existing prescription or repeat if I am confined to my home?

If you have an existing paper prescription or repeat and are confined to your home, you will need to ask someone to visit your pharmacy on your behalf with the paper prescription. If this is not possible you can obtain a new prescription from your doctor via a telehealth consultation and ask your doctor to send on a copy of your prescription to your pharmacy.

Please note: these interim arrangements are temporary and will cease in accordance with the COVID-19 National Health Plan telehealth measure (currently ceasing on 30 September 2020).