

Repeat Script Pathway

Is this for antibiotics?

YES

Book to see their GP

NO

Suggest patient orders via Health365

Do you have Health365?

YES

NO

Offer to set up future Health365 access

Pt declines Health365

Does the patient meet MHC Repeat Phone Script Policy?

- Regular MHC Patient
- The patient has genuine reason(s) for the repeat prescription
- The patient is requesting their regular medications
- The patient has been reviewed by their doctor within the last 6 months
- The patient has not received back-to-back repeat prescriptions without being seen by the GP
- The patients' medical condition is stable and uncomplicated
- The patient has not had any changes to their medications since their last doctor's visit
- The patient has not developed any allergies or adverse effects for specific medications
- The patient is aware that no further additional repeat prescription will be issued until they are seen by their doctor for a review.
- The patient is aware that they must attend an appointment with their doctor prior to their next repeat prescriptions running out.
- If applicable, the patient has up to date bloods – and if not a lab form has been arranged.
- The patient provides all the required information to issue the prescription.

NO

YES

When do you run out of medications?

3 days or more worth of meds left

Already run out

1-3 Days

Patient consents to repeat phone script?

NO

YES

- Complete Repeat Script Request" PMS form
- Add patient as "note review" on GP appointment template with comment "RX request"
- Remind patient that they will need to book to see GP when due for the next script.

- Book to see GP
- Refer to patient to seek emergency 4w supply from MHC pharmacy for the interim
- Document interaction in clinical notes

Created: 22/06/2022
 Reviewed: 23/03/2023

Are you unwell, needing a script or a form completed

Unwell

Is this for a script?

Follow Script Pathway

Do you have any COVID symptoms?

- Ask patient to do a RAT at home.
- Nurse Triage callback w/ comment "COVID Symptom/asked to do RAT"

Is this for a Form?
 (ACC/WINZ, Insurance Med, Imms, Med Cert)

Follow Form Pathway

So that I can best help you, please tell me what is wrong?

Does the patient have an urgent health need as per the list?

Offer next available appointment with the patients registered GP

Is the patient home alone?

- URGENT HEALTH NEED**
- Chest pain
 - Difficulty Breathing / SOB
 - Collapse
 - Allergic reaction
 - Seizure
 - Racing Heart / Palpitations
 - Poisoning
 - Overdose
 - Chemical in Eye
 - Labour Pains
 - Burns

Earlier appointment requested?

Book appointment

Offer UnifyHealth

Nurse triage callback with reason in note

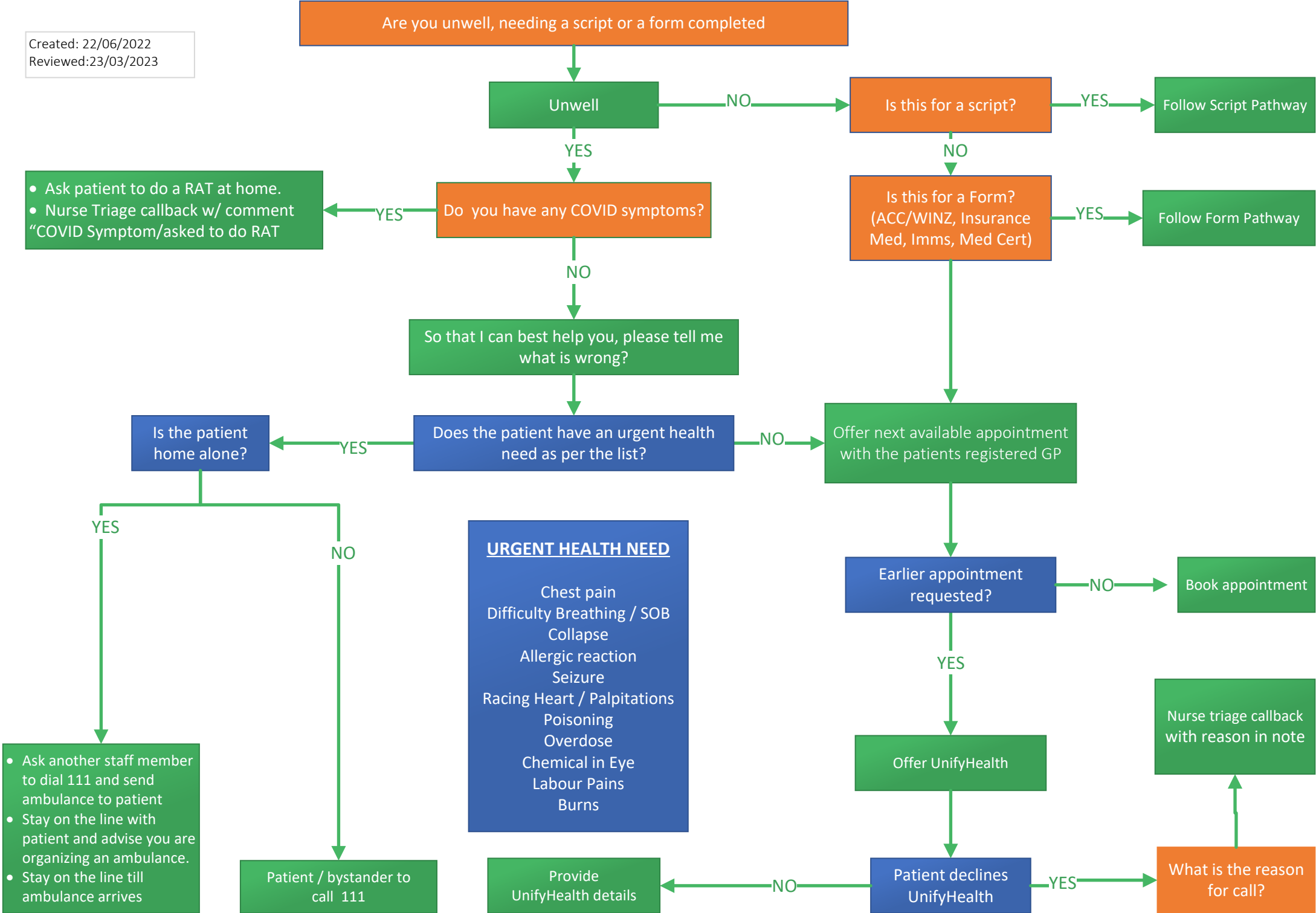
- Ask another staff member to dial 111 and send ambulance to patient
- Stay on the line with patient and advise you are organizing an ambulance.
- Stay on the line till ambulance arrives

Patient / bystander to call 111

Provide UnifyHealth details

Patient declines UnifyHealth

What is the reason for call?



Created: 22/06/2022

Reviewed:

Are you calling because you require an appointment, a script or a form?

Form

Immunisations

ACC
WINZ
Insurance
Drivers License

Off work certificate

Blood test form

Letter

Certificate for school

New illness not seen
by GP for this

Seen GP in the last
week for this

New form?

Lost form?

- Create PMS letter and transfer Imms history into letter body
- P.P signature

If unsure check with RN

Issue certificate following
Immunisation Letter/Certs
instructions

If unsure, check with RN

Book to see GP

Nurse triage call
back

Reprint previous lab
form provided within
1 month from issue