

# What can I do to prepare my practice for electronic prescription?

- Update patient details** - Ensure all patients' (or carers') email and contact details (e.g., mobile phone number) details are recorded and up-to-date within your clinical information system. A Quality Improvement Activity can be completed for Quarter 3 (A PDSA developed by EMPHN can be found [here](#)).
- Connect to a Prescription Delivery Service** - Ensure that your practice is connected to a Prescription Delivery Service Existing services include [eRx](#) or [MediSecure](#) (a quick way to know- check if barcodes are being printed on your prescriptions!)
- Apply for a HPI-O** - Ensure your practice has a Healthcare Provider Identifier-Organisation (HPI-O) and is connected to the Healthcare Identifiers (HI) service and a valid NASH certificate. The HPI-O is a core requirement for electronic prescriptions and organisations will need to register for this through [PRODA](#). Practices that have registered for My Health Record will already have a HPI-O number. Please contact the NWMPHN team at [primary.care@nwmphn.org.au](mailto:primary.care@nwmphn.org.au) if you require any assistance.
- Contact your software provider to confirm certificate required** - You may require a NASH or Medicare PKI site certificate and link it to your HPI-O. Please be aware NASH certificates have a 2-year expiry date and a new certificate will need to be requested and downloaded through PRODA.
- Stay up to date** - Make sure you are on the most current version of your clinical software and that you are subscribed to their newsletters for updates. Check that the organisation's HPI-O number and provider's HPI-I's are entered into the clinical information software. You will also need to keep a lookout for any correspondence from them explaining what steps you will need to take to ensure your clinical information software is ready for electronic prescriptions.
- Keep pharmacy details up to date** - Ensure your local pharmacies' details, including email, fax and if applicable, mobile phone number is entered into your electronic address books in your clinical software programs.
- Comply with state legislation** - Check to ensure you are compliant with your local legislation such as the management of controlled medicines.
- Educate your staff** - Keep your staff informed about electronic prescribing and how they may respond to patient's questions about electronic prescriptions.
- Seek Help** - For further assistance there are a number of resources available to you including:
  - NWMPHN's webinar recording: [Electronic Prescribing - Update for GPs and Practice Managers](#)
  - The Australian Digital Health Agency's (ADHA) [Electronic Prescribing – For Prescribers](#) and [FAQs](#) pages.
  - For assistance with any of these steps, please contact [primary.care@nwmphn.org.au](mailto:primary.care@nwmphn.org.au)

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We acknowledge the peoples of the Kulin nation as the Traditional Owners of the land on which our work in the community takes place. We pay our respects to their Elders past and present.



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