

Review of Pharmacy Remuneration and Regulation  
Submission #34; 6-Sep-2016; Nathan Zuccala

The Pharmacy Review  
Pharmacy Review (MDP 900)  
Department of Health  
GPO Box 9848  
Canberra ACT 2601

Dear Members

**Claiming for PBS items after date of death**

I would like to make a submission to the Review on a particularly bureaucratic problem I have when dispensing prescriptions to patients in a nursing home. The problem related to providing a prescription to a patient (who usually in palliative care) passes away but there entitlement to a Pension Card of Health Care Card expires the DAY BEFORE THEY DIE.

I have read the discussion paper and was disappointed that there appeared to be little mention of the work that community pharmacy does in providing services to aged care facilities. For some pharmacies like ours this is a major part of business and it is not uncommon for a prescriber to phone through an urgent prescription in the last days of a resident's life. It is particularly frustrating then when we eventually get the prescription to find that Medicare will not allow us to claim for the prescription because the patient's entitlement card expires the day before they die.

We first discovered this with Medicare's implementation of "Streamlined Claiming" and despite a number of emails to Medicare and the Pharmacy Guild we still have not resolved this issue.

As one of the Terms of Reference for the Review is Remuneration I would ask that this issue be investigated as a matter of urgency as I believe patients deserve to be entitled the medicines they require in the last days of their life.

Regards

Nathan Zuccala  
Terry White Chemists Hastings

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