



Electronic Prescribing – Frequently Asked Questions

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I work in a GP/or specialist clinic and I would like to start using electronic prescribing, how do I set it up?

To implement electronic prescribing capabilities, you are required to use a conformant electronic prescribing system. This means that the electronic prescribing software conforms to the technical framework maintained by the Australian Digital Health Agency and securely connects to a Prescription Delivery Service for the electronic prescription to be retrieved and supplied at the patient's chosen pharmacy.

If you have clinical software, we suggest that you contact your software provider to discuss if your software is conformant for the purposes of electronic prescribing. Information on using conformant software can be found on the Agency's website:

<https://www.digitalhealth.gov.au/healthcare-providers/initiatives-and-programs/electronic-prescribing>.

Can dentists use electronic prescribing?

Yes, dentists can participate in electronic prescribing. To implement electronic prescribing capabilities, you are required to use a conformant electronic prescribing system.

If you have clinical software, we suggest that you contact your software provider to discuss if your software is conformant for the purposes of electronic prescribing. Information on using conformant software can be found on the Agency's website:

<https://www.digitalhealth.gov.au/healthcare-providers/initiatives-and-programs/electronic-prescribing>.

I would like an electronic prescription; how do I get one?

Just like a paper prescription, a doctor can create an electronic prescription during a consultation.

After an electronic prescription is written, a unique electronic token (in the form of a QR code) is created and sent to the patient as an SMS or email. Patients can then send or present the token to the pharmacy of their choice to allow their medicines to be dispensed and supplied.

If you would like to receive an electronic prescription for your medicines, you will need to make an appointment with your regular doctor. If you are unwell, they may be able to chat with you over the phone and send an electronic prescription straight to you. This is also known as a telehealth appointment.

In the instance that your regular doctor is unable to provide a telehealth appointment you can find other general practitioners via: <https://www.healthdirect.gov.au/australian-health-services>.

I've lost my electronic prescription, what do I do?

If you lose an electronic prescription repeat (for example, by accidentally deleting it) you may still be able to access it through your Active Script List (ASL), provided you've activated this service.

To set up your ASL, speak with your local pharmacist. If you don't have an ASL, or the repeat isn't listed there, the pharmacy that originally dispensed the prescription should be able to re-issue the repeat token for you.

However, if an electronic prescription is lost prior to dispensing, you will need to have a new prescription issued by your doctor.

Can you send a prescription for my medication?

If you would like to receive an electronic prescription for your medicines, you will need to make an appointment with your regular doctor.

Doctors can create electronic prescriptions during consultations. After an electronic prescription is written, a unique electronic token (in the form of a QR code) is created and sent to the patient as an SMS or email. Patients can then send or present the token to the pharmacy of their choice to enable dispense and supply of the medicines.

The Australian Government Department of Health, Disability and Ageing (the Department) is unable to provide you with a prescription for medication. As the Department oversees and implements the policies that enable electronic prescribing, we are not medical practitioners.

I'm going overseas, can I use my electronic prescription to get medicines, and as evidence to declare medicines?

When travelling overseas Australians are required to provide a paper prescription for the medicines they are carrying, or a letter from the prescribing doctor stating you are under their care and treatment and that the medications you are carrying have been prescribed for your personal use.

Electronic prescriptions generated in Australia are only for use in Australia. Other countries will not have the capability to download and view electronic prescriptions generated in Australia. While other countries may also use electronic prescriptions, their software and standards will be different.

I want to set up an Active Script List, what do I need to do?

The Active Script List (ASL) is an electronic prescription token management system that provides a list of your active prescriptions to your chosen prescriber and pharmacist. This can be beneficial for people who take multiple medicines.

If you have an ASL, you no longer need to handle multiple tokens on your phone to show the pharmacist; having an ASL means you can walk into any pharmacy, give consent for them to access your ASL, and have that pharmacy dispense your medicines.

Please speak to your local pharmacist about creating an Active Script List.

The 'my health app' has recently been updated, allowing consumers to access and view their Active Script List.

If you would like to download the 'my health app' please visit the Australian Digital Health Agency's website: <https://www.digitalhealth.gov.au/myhealth>.