

Electronic prescriptions (ePrescription)

Patient general FAQs

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.

Electronic prescriptions in Australia provide a digital alternative to paper scripts, offering a secure QR code token via SMS or email to get medications from any pharmacy. They are voluntary, free to receive, and suitable for telehealth, with options to manage repeats via digital tokens or an [Active Script List \(ASL\)](#).

Key Aspects for Patients

- **How it works:** A doctor sends a "token" (QR code) via SMS or email, which you present to a pharmacist to scan and dispense medication.
- **Repeats:** If your medicine has repeats, the pharmacy will send a new token to your mobile/email after dispensing, or you can use an Active Script List (ASL) to manage them in one place.
- **Safety:** Only one pharmacy can dispense from a token at a time; once used, it becomes invalid.
- **Flexibility:** You can forward your SMS/email token to a carer or family member to collect medicines for you.
- **Lost Token:** If you lose your token, you must contact the prescribing doctor to have a new one sent.
- **Paper Option:** Patients can still request a paper prescription, or request to switch back to paper from electronic via their doctor.

Frequently Asked Questions

- **Is it safe?** Yes, the system uses secure, encrypted Prescription Exchange Services.
- **Is it free?** The technology is government-funded, but you still pay for your medication (PBS co-payments or private fees).
- **What if I don't have a smartphone?** The token can be sent to an email address, or a paper script can be issued.
- **Can I use it for all medicines?** Most, including PBS, RPBS, and private medicines, can be prescribed this way, including some controlled medicines depending on state regulations.

Disclaimer: Information is accurate as of April 2026 based on Australian health guidelines.

