

The benefits of electronic repeat dispensing



eRD is hassle-free...

"Your medicines can be synchronised, so you can collect all your medicines at the same time."*

"Since prescriptions are electronic, there is no paper prescription to carry around or to hand in at the pharmacy."

eRD can save you time...

"There is no need to order your repeat prescription from the pharmacy or surgery so often (depending on how many batch prescriptions are issued by your GP, you may only need to order your repeat prescription once every 12 months)."

"Since we can download your prescription seven days before your medicines are due, we can order your medicines in advance. This reduces the chance of your medicine being out-of-stock/us owing you medicines, and you having to return to the pharmacy."

"The process is simple, once your GP surgery has enrolled you on electronic repeat dispensing then they can send your prescriptions to us electronically. You can just turn up at the pharmacy and we'll have your medicines ready."

eRD can reduce medicines waste...

"Since we'll be having a chat with you about your medicines before you collect them, we can identify together if there's any medicines that you don't need. This will reduce the chance of you having unwanted or unneeded medicines at home."

eRD is responsive to your needs...

"If you're going away on holiday, we can get your medicines ready in advance, as eRD allows us to access your prescription early for these types of situations."

"If you are away on holiday and have forgotten to collect your medicines, eRD allows you to collect your medicines from another pharmacy."

eRD gives you the opportunity to ask questions about your medicines...

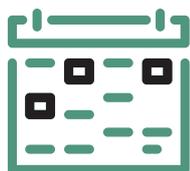
"When you collect your medicines, we'll just need to ask you a few questions to make sure it's still appropriate for us to supply you with medicines. Why not use this opportunity to ask us any questions you have about your medicines?"

* Some medicines, for example, Schedule 2 or 3 Controlled Drugs will not be suitable for eRD so patients may need to be advised that not all their medicines can be supplied through eRD.

Questions to ask patients before supplying an electronic repeat dispensing prescription



Are you still taking/ using all these items?



Are there any items on your repeat prescription that you don't need this month?



Have you been having any problems with your medicines/ appliances or have you been experiencing any side effects?



Have you recently stopped taking/ using or started taking/ using any new medicines or appliances, either on prescription or that you have bought yourself?



Have you seen any health professionals (for example, your GP, nurse or hospital doctor) since you had your last repeat prescription?



Have there been any changes to your health since you got the last prescription?

If a patient answers 'yes' to any of these questions, the pharmacist may need to speak to the patient to decide if a supply can be made or whether the patient will need to be referred to their prescriber.

Remember: When the patient collects the final issue of their eRD prescription, a pharmacy team member should inform the patient to contact their prescriber to order another eRD prescription. GP practices will often schedule a patient review to coincide with the end of an eRD batch.