

# Write a prescription

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This guide explains how to use Zedmed to write a prescription and includes electronic prescribing (eScripts), controlled medicines and authority approvals. There is also a Quickstart guide and video for eScripts.

## Quickstart guide

Quickstart eScripts video

## Considerations

### Prescribing Requirements:

- The patient requires a validated IHI in their **patient record**.
- The practitioner requires an HPI-I.
- The practitioner must have registered with eRx ([erx.com.au](http://erx.com.au)) and have a unique eRx entity for each branch they work in.
- Enable Electronic Prescribing in Clinical > My Options > Drug Options.

**Electronic prescribing** - When a prescription is created, you can use **ePrescribing** to send a QR code for the prescription to the patient's mobile phone or email or to print the QR code. For the requirements and information, see **ePrescribing with eRx**.

**My Health Record (MHR)** - If a patient is registered for MHR, Zedmed's default settings will upload all prescriptions to MHR when you select Prescribe or Prescribe electronically. When the records have been uploaded, they will appear in the Summary Views tab and can also be viewed by **opening My Health Record**. To view the configurations available, see **Setup My Health Record**.

**Controlled medicines** - Zedmed provides an alert when a high-risk medicine is prescribed so the clinician can check the patient's prescription history. This solution uses the National Data Exchange (NDE) to provide Real-Time Prescription Monitoring (RTPM) via **SafeScript** in Victoria and NSW, **QScript** in Queensland and **ScriptCheck** in SA and WA.

**Authority PBS prescriptions** - Zedmed has a dedicated screen with the number to call for prescriptions that require **Authority approval** to be covered by PBS. The screen is also used for an Authority-required (STREAMLINED) prescription that does not require prior approval but does require the recording of a streamlined authority code.

## Create a prescription

To create a printed or electronic prescription:

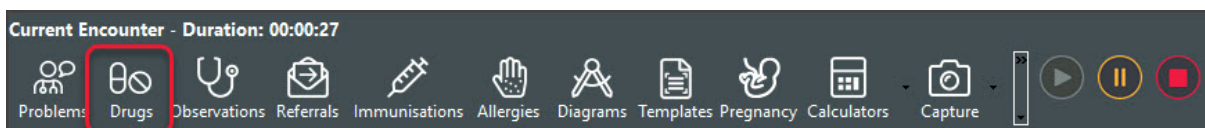
1. Start an encounter with the patient.

For a detailed explanation of how to do this, see the **Start an Encounter article**.

When the encounter starts, the **Current Encounter** pane will open and display the clinical modules.

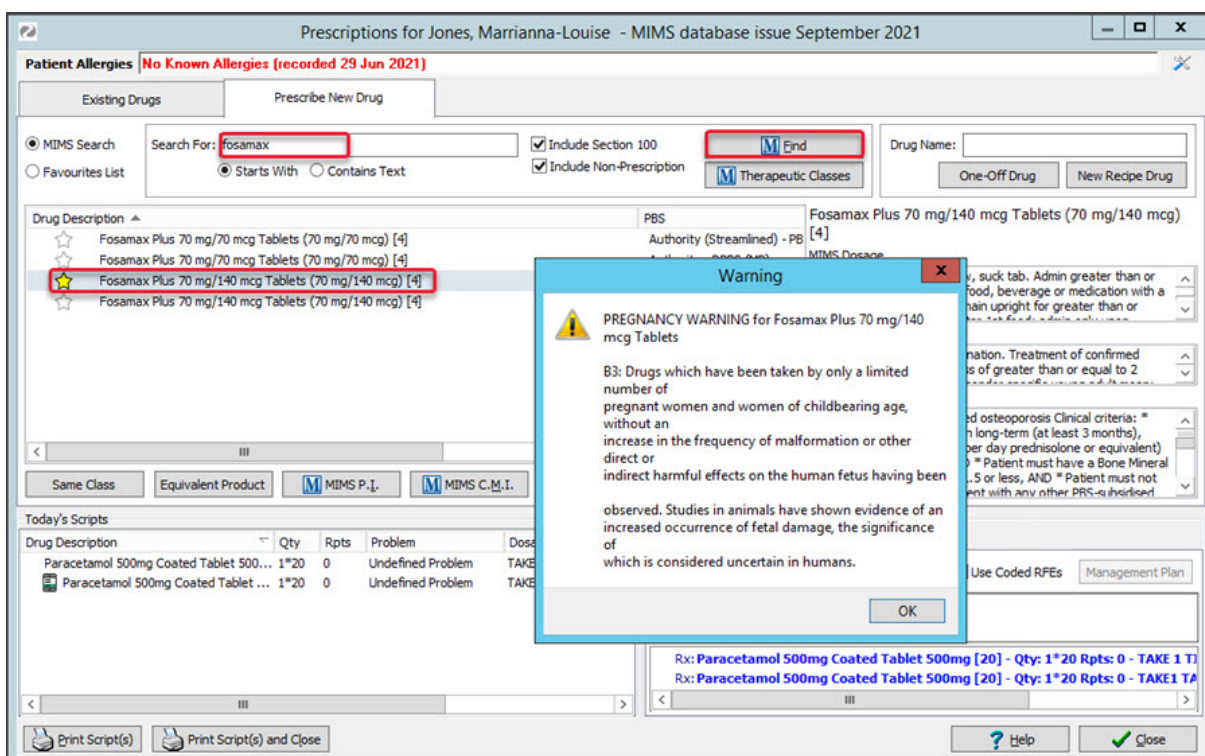
2. Select **Drugs** from the **Current Encounter** menu.

The first time a prescription is created for the patient, you will be prompted to **record known allergies**.



This will open the **patient's Prescriptions screen** with the current MIMS database of medications.

If MIMS needs updating, a yellow notification banner will appear on the top. To learn more, see the **Update MIMS** article.



3. Select the drug to prescribe.

**To re-prescribe a drug:**

- a. Select the **Existing Drugs** tab.

This tab lists all medications that the patient is currently on.

- b. Right-click the drug and select **Re-prescribe Drug**.

Selecting **Prescribe New Strength** searches for the medication and follows the prescribe a new drug process below.

**To prescribe a new drug:**

- a. Select the **Prescribe New Drug** tab if it has not already been selected.

Generic drugs will appear with a blue G icon. Expanding a drug will reveal the non-generic option.

- b. Enter the drug's name in the **Search For** field, select **Find** then double-click the drug in the search results.

OR

- c. Double-click the drug from your **Favourites List** and go to step 6.

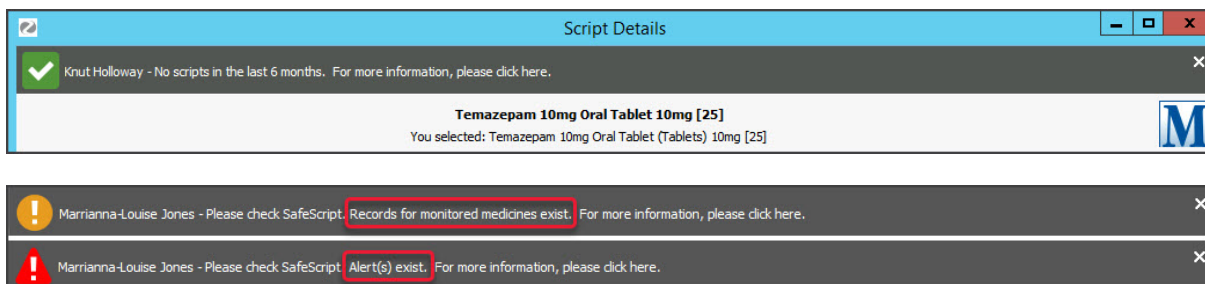
4. When you double-click the drug, you may be prompted to review the MIMs information then select **Prescribe**.

The **Script Details** screen will then open. This is where you enter the dosage instructions. These fields are pre-populated based on the drug selected. Not all of the information will be relevant, and there are no mandatory fields.

5. **If the drug is a controlled medicine**

If the prescription is for a **controlled medicine**, a **real-time monitoring** banner (e.g. Safescript) will appear.

- If the patient was not prescribed the drug elsewhere in the last six months, the banner will be green and stay for 3 seconds
- If the patient was prescribed the drug elsewhere in the last six months, the banner will be orange or red and stay open.



Clicking the banner opens the RTPM portal so you can log in to look up the patient and perform a script history check. The portal will be **SafeScript** in **Victoria** and **NSW**, **QScript** in **Queensland** and **ScriptCheck** in **South Australia**.

6. Enter the dosage instructions for the patient using one of these methods:

- Use the **Dosage Calculator**, **Frequency** selector and **Instructions** selector to populate the dosage fields.
- Manually type the dosage instructions into the **Dosage Full Text** field.
- Copy instructions from the **MIMS Dosage** field. Highlight the text, right-click it and select **Paste to Dosage**.

**Note:** From March 31, 2023, **Dosage Full Text** is required for electronic prescriptions and requires Zedmed v36.5 or later.

**Script Details**

**Paracetamol 500mg Coated Tablet 500mg [20]**  
You selected: Panadol Tablets 500mg [20]

**Dosage**  
Half a  
1 2 3  
4 5 6  
7 8 9  
Clr 0 00  
Calculator

**Frequency**  
capsule  
drop  
puff  
tablet  
2 times a day  
3 times a day  
4 times a day  
every 4 hours  
every 6 hours  
once a day  
weekly

**Instructions**  
after meals  
morning and night  
as directed  
as needed  
at night  
before meals  
in the morning

**MIMS Reference Information**  
MIMS Dosage  
Admin with water, other fluid every 4-6 hrs as nec. Use lowest effective dose for shortest poss duration. Adults, children > 12 yrs: 500-1000 mg (1-2 tabs); max 4 g (8 tabs)/day. Children 7-12 yrs: 250-500 mg ( 1/2-1 tab); max 2 g (4 tabs)/day

**Drug Use**  
Analgesic, antipyretic. Temporary relief of pain (incl period, sinus), discomfort assoc with headache (incl migraine, tension), backache, toothache, muscular ache, arthritis (incl osteo), cold, flu symptoms; fever

**Authority/RB/Sec100 Indication**

**Dosage Full Text**  
Take 1 tablet twice a day before meals  
Undo Redo Clear

Regular Use  PRN  Short Term

Quantity 1\*20 Repeats 0 PBS does not allow repeats

Script Date: 14/09/2021

Hide from display (archive) if not current Medicine estimated to last until 12/10/2021  
 Warn me to renew script after 05/10/2021

**PBS Status**  
 Private  PBS / RPBS  RPBS  PBS  Section 100  
 Reg24  Include Brand on Script  
 Authority  Brand Substitution NOT Permitted

**Drug Notes**  
Add to encounter notes

MIMS P.I. MIMS C.M.I. Add Favourite Add to History Prescribe Electronically Prescribe Cancel

## 7. Review the other information shown in the **Script Details** screen.

These fields are pre-populated based on the drug selected. Not all the information will be relevant, and there are no mandatory fields. **To learn more, see the [Script Details screen article](#).**

Five key fields are:

- **Add Favourite** - adds the prescription to your favourites list with all the details you entered. This is useful for a drug that's frequently prescribed.
- **Add to History** - adds the prescription to the patient's history. This is used to enter medications the patient is taking that were not prescribed by your practice.
- **Authority** - this box is ticked if the prescription requires Authority Approval for the PBS. The tick is to advise that Authority Approval will be prompted. Removing the tick will not stop the Authority Approval screen from opening,
- **Reg24** - tick this box (if required) for a patient that is eligible for repeats under Reg24, and the text "Reg.24" will be added to the script. To learn more, see the government's [Regulation 24 guidance](#).

<p>Script No: 200161 Metformin hydrochloride 1000mg Modified Release Tablet 1000mg [60] TAKE 1 BID Qty: 1*60 Repeats:5. Reg.24 1 item(s)</p>
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- **Active Script List** - The **Upload script to Active Script List** option appears if the patient has an active **Active Script List (ASL)**. The box is selected by default, which means scripts submitted electronically, including paper-based ETP scripts and electronic prescriptions, will be added to the ASL. This function does not transfer any other patient information.

Hide from display (archive) if not current      Medicine estimated to last until 15/09/2020  
 Upload script to Active Script List (if patient is registered)       Warn me to renew script after 15/09/2020  
 Drug Notes

8. Select **Prescribe Electronically (ePrescribing/escripts)** for an electronic prescription.

OR

Select **Prescribe** for a printed prescription.

**Note:** When you select Prescribe or Prescribe Electronically, Zedmed's default setting uploads prescriptions to **My Health Record** if the patient has not opted out.

## 9. Authority Approval

If the drug is covered by the PBS with **Authority Approval**, the **Approval** screen will open.

Proceed with one of the 3 options:

- Codes will be provided for drugs with a Streamlined Authority option. Choose the correct code, then select **Authority**.
- For drugs that require **Authority approval**, use PRODA or call the hotline to get the code to enter, then select **Authority**.
- If you select **Private**, the full cost of the drug will be charged to the patient.

To learn more, see the [Authority Approval section below](#).

10. Complete the prescription.

## Prescribe (printed prescription)

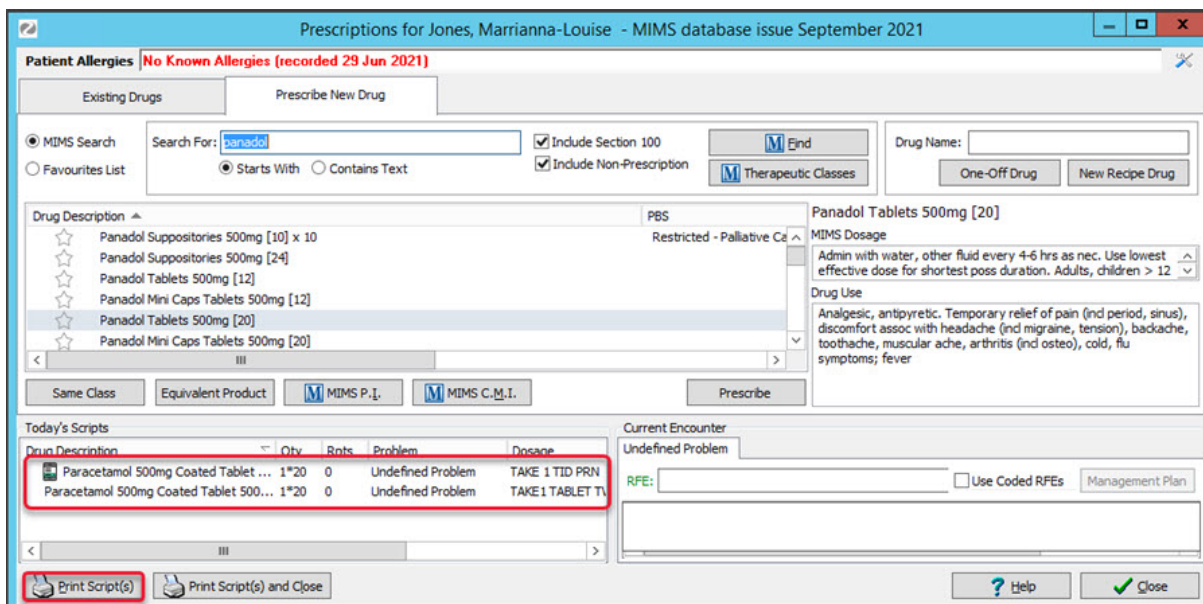
If you select Prescribe from the Script Details screen, the screen will close, and the script will appear in **Today's Scripts**.

Drug Notes  
 Add to encounter notes  
 MIMS P.I.    MIMS C.M.I.    Add Favourite    Add to History    Prescribe Electronically    **Prescribe**    Cancel

Select the script then the **Print Scripts** icon to print it out.

From this screen, you can right-click the script and select **Reprint**.

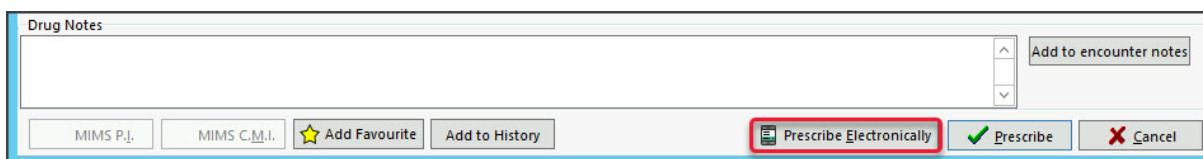
**Note:** You cannot go back to the Today's script section on another day. You can only reprint the script on the same day. Once the day has ended, you need to do a re-prescribe to print a new script.



## Prescribe Electronically (ePrescribing)

a) From the **Script Details** screen, select **Prescribe Electronically**

The **Electronic Prescription** screen will open.



b) Review the fields on the **Electronic Prescription** screen.

- **Route of Administration & Clinical indication** - use if there are different options available for the medication.
- **Minimum Repeat Interval** - used to specify how many days should pass before the patient can get a repeat.
- **Warrant number/Permit number** - when dispensing a schedule 4 medicine, enter the number required by your state.

VIC: Warrant no. | SA: Permit no. | QLD/ACT: Approval no. | WA/TAS: Authority no. | NSW/NT: Authorisation No.

- **Unusual Dose** - used to acknowledge that the dosage specified is not the standard dosage.
- **Script is for urgent supply** - used for a medication that's been dispensed. This script is only sent to the pharmacy.

c) Select **SMS** or **Email**.

The SMS and Email fields contain the patient's mobile and email address. You can also manually enter the information.

d) Select the **Prescribe Electronically** button.

The ePrescribing QR code will be sent to the patient.

### Option - No Electronic Token

Tick **Print Paper Token** to print out the prescription's QR code. The SMS and Email radio buttons will be disabled.

Summary of electronic prescription for <b>Mr Knut Holloway</b>		Dr Phillip Davis
<b>Temazepam 10mg Oral Tablet 10mg [25] x 2</b>		Clayton Campus
		Wellington Rd
		CLAYTON 3168
		Phone: 07 5550 3256
<b>Details</b>		
Prescribed Date	27/02/2025	
Repeats Authorised	5	

\* This is an electronic prescription token only. The legal prescription must be downloaded for dispensing.

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For more information, go to [servicesaustralia.gov.au/privacy](https://servicesaustralia.gov.au/privacy)



28PSKG3JWP7N8J32CO

**NOT TO BE SIGNED**

### Option - Send directly to pharmacy

In Zedmed v36.5 and later, there is a **Send directly to Pharmacy** checkbox with a reasons field. This will print out a QR code (token) for the prescription that can be faxed or scanned and emailed directly to the pharmacy. This is for compliance with state and territory legislation that prevents prescriptions from being given to patients for specific controlled substances.

<b>Electronic Prescription</b> Dr Phillip Davis FRACGP, MBBS, BBiomedSci (Hons), Clin Dip Pall Med Albany Road Clinic 343 Albany Road SOUTH MELBOURNE 3205 Prescriber Number: 9877773 Phone Number: 03 5550 3256		Notes for pharmacist (staged supply, special approval, specific condition, etc.) NOTE: may be visible to patient.
Patient's Name <b>Ms Marrianna-Louise Jones</b> Address <b>6 Jones Pl GOWRIE 2904</b> Date of Birth <b>19/05/1967</b> Date <b>10/01/2024</b>	Patient's Medicare No. <b>22980398741</b> Pharmaceutical benefits entitlement number PBS Safely Net entitlement card holder <input type="checkbox"/> Concessional or dependant <input type="checkbox"/> RPBS beneficiary or PBS Safety Net card holder PBS <input checked="" type="checkbox"/> RPBS <input type="checkbox"/> Brand substitutions not permitted <input type="checkbox"/>	Route of Administration <b>Oral</b> Clinical Indication Minimum Repeat Interval (days) Warrant number <input type="checkbox"/> Unusual Dose <input type="checkbox"/> Script is for urgent supply (script owing)
<b>Temazepam 10mg Oral Tablet 10mg [25]</b> TAB BEFORE MEALS Qty: 1*25 <span style="float: right;">0 repeats</span>		Electronic Prescribing Token delivery <input checked="" type="radio"/> SMS <input type="text" value="0406991730"/> <input type="radio"/> Email <input type="text"/> <input type="radio"/> No Electronic Token <input type="checkbox"/> Print Paper Token <input checked="" type="checkbox"/> Upload script to Active Script List <input type="checkbox"/> Send prescription direct to Pharmacy Reason: <b>Dosing Point</b>
		The option above will prevent the patient from receiving the token. It is intended that the paper token is printed and provided directly to the pharmacy. This is due to a requirement in individual state and territory legislation that prevents prescriptions from being handed over to the patient for specific controlled substances.
		<input type="button" value="Prescribe Electronically"/> <input type="button" value="Cancel"/>

11. The prescription has now been created, and the script will appear in the **Today's Scripts** field.

If a mistake is made, you can right-click the script and select **Cancel**.

Select **Close** to exit the prescribing screen.

### Link the prescription to a specific problem (optional)

If more than one problem has been entered during the encounter, you can link the prescription to a specific problem. To do this, right-click the Drug in the **Today's Scripts** field then select **Change Problem** > Name of problem./li>

### ePrescribing repeat scripts

An electronic prescription token contains authorisation for repeats as specified by the doctor. Pharmacies manage these repeats for the patient and can provide one repeat token at a time. When a patient goes to the pharmacy, the pharmacist will provide the token for the repeat and ask the patient how they want the token to be provided: SMS or printed. When a patient returns for a repeat script, the next token will be released. If a

patient loses a repeat token, the pharmacy can retransmit it if the patient goes to the pharmacy that originally issued it.

## Authority approval

When prescribing a drug that can be covered by the **PBS with pre-approval**, the **Approval** screen will open when you select **Prescribe Electronically** or **Prescribe**. Visit Services Australia to [learn more](#) or contact **PBS directly**.

This screen facilitates your call to the hotline for an approval code and for an Authority-required (STREAMLINED) prescription that does not require prior approval but does require the recording of a streamlined authority code.

The screenshot shows the 'Approval' screen for a patient named Jones, Marianna-Louise. At the top, it lists phone numbers: 'Phone Approval Hotline 1800 888 333' and 'RPBS Hotline 1800 552 580'. Patient details include Medicare Number: 229803987412, Pension/DVA Number, Authority Number: 02003040, and Prescriber Number: 9877773. There are 'Copy' buttons for the Medicare, Authority, and Prescriber numbers. A red callout box labeled 'Manual Authority phone numbers' points to the phone numbers at the top. The medication is 'Alendronic acid 70mg - Colecalciferol 140mcg Oral Tablet (70 mg/140 mcg (equiv. colecalciferol 5600 units)) [4]' with instructions 'TAKE 1 TAB BID'. There are input fields for 'Quantity: 1\*4' and 'Repeats: 5'. A 'Streamlined Authority' list on the left contains codes 6306, 6319, and 6325, with a red arrow pointing to the 'Approval Number' field. A red callout box labeled 'Streamline Authority information' points to the 'Authority Restriction' field, which contains detailed clinical criteria for code 6306. At the bottom, there are checkboxes for 'Send Directly to Patient?' and 'Previous Authority?', and buttons for 'Postal', 'Authority', 'Defer', 'Private', and 'Cancel'.

### Authority approval (Hotline or PRODA)

Use this process for drugs that do not have **Authority Restriction** codes. To get an approval code, call the hotline and provide the information requested, all the information you need is on the upper left of the screen. PRODA may also be used to obtain the approval, Copy buttons are provided to facilitate the transfer of information between Zedmed and PRODA.

**Note:** the Authority Number at the top left is the equivalent to a Script Number.

### Authority approval (Streamlined)

Use this process for drugs that have codes in the **Authority Restriction** field. These drugs do not require prior approval but do require the recording of a streamlined authority code. This code is for the treatment described in the **Text to Appear on Prescription** field.

1. Select the code for the treatment in the **Streamline Authority** box.
2. Select the applicable button:
  - **Authority** to indicate that the code is recorded.
  - **Postal** you want to post the approval request to the department. The approval number will be posted back.

**Send Directly to Patient** sends the authority approval request to the patient, and is for specific drugs where the patient needs to apply directly for authority approval themselves.
  - **Defer** if you need to create additional authority scripts and want to do their approvals altogether (with 1 call).
  - **Private** if the patient is paying for the prescription themselves.

## Script details screen (all options)

The **Create a prescription** section above explains how to use the Script Details screen when prescribing. This section takes a closer look at some of the less-used options in the Script Details screen.

Script Details screen fields:

1. **Regular Use, PRN**, or short-term use of the drug will be selected according to the MIMS default but can be changed.
2. **Quantity** - displays the number of packs, as well as the units per pack (according to MIMS) and is editable.
3. **Repeats** - used to set the number of repeats with the maximum number set by MIMS.
4. **Script Date** - automatically assumes today's date, and the **Medicine estimated to last until** (or *expiry*) and **Warn me to renew script after** dates will update accordingly. All of these dates can be manually updated, and the **Warn me to renew script after** option can be enabled either by manually setting the corresponding date or ticking the corresponding checkbox.
5. **Hide from display (archive) if not current** - ticking this means that the drug won't be readily visible in the patient's Summary Views when it's no longer current.
6. The **PBS Status** can be set, between **Private, PBS / RPBS, RPBS, PBS**, or **Section 100**
7. Regulation 24 (**Reg24**), and **Authority** prescriptions - can manually be set, as can the ability to restrict the prescription to one brand (**Brand Substitution NOT Permitted**) by ticking the corresponding checkbox/s. Brand substitution is not available for generic drug selections
8. **Drug Notes**- used to add further information regarding the prescription, which can then also be added to your current encounter by selecting **Add to encounter notes**.
9. **MIMS P.I** doctor information and **MIMS C.M.I** patient information documentation is available, except when prescribing generic drugs, by selecting the corresponding button.
10. **Add to Favourite** - adds the prescription to your favourites list with all of the details currently entered. This is useful for a drug that's frequently prescribed for any of your patients.
11. **Add to History** - adds the prescription details to the patient's history, without issuing a prescription. This may be used to enter any medications the patient is taking that were not prescribed by the the current treating doctor.

Script Details
- □ ×

**Paracetamol 500mg Coated Tablet 500mg [20]**  
 You selected: Panadol Tablets 500mg [20]
 M

<b>Dosage</b> <div style="border: 1px solid gray; padding: 2px; text-align: center;">Half a</div> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <tr><td>1</td><td>2</td><td>3</td></tr> <tr><td>4</td><td>5</td><td>6</td></tr> <tr><td>7</td><td>8</td><td>9</td></tr> <tr><td>Clr</td><td>0</td><td>00</td></tr> </table> <div style="border: 1px solid gray; height: 20px; margin-top: 5px;"></div> <div style="text-align: center; margin-top: 5px;">Calculator</div>	1	2	3	4	5	6	7	8	9	Clr	0	00	<b>Frequency</b> capsule drop puff tablet 2 times a day 3 times a day 4 times a day every 4 hours every 6 hours once a day weekly	<b>Instructions</b> after meals morning and night as directed as needed at night before meals in the morning	<b>MIMS Reference Information</b> <b>MIMS Dosage</b> Admin with water, other fluid every 4-6 hrs as nec. Use lowest effective dose for shortest poss duration. Adults, children > 12 yrs: 500-1000 mg (1-2 tabs); max 4 g (8 tabs)/day. Children 7-12 yrs: 250-500 mg ( 1/2-1 tab); max 2 g (4 tabs)/day
1	2	3													
4	5	6													
7	8	9													
Clr	0	00													
<b>Dosage Full Text</b> <div style="border: 1px solid gray; padding: 2px;">Take 1 tablet twice a day before meals</div> <div style="margin-top: 5px;"> <span>Undo</span> <span>Redo</span> <span>Clear</span> </div> <p> <input checked="" type="radio"/> Regular Use              <input type="radio"/> PRN              <input type="radio"/> Short Term         </p> <p>           Quantity <input type="text" value="1*20"/> Repeats <input type="text" value="0"/> <span style="font-size: small;">PBS does not allow repeats</span> </p> <p>           Script Date: <input type="text" value="14/09/2021"/> </p> <p> <input type="checkbox"/> Hide from display (archive) if not current              Medicine estimated to last until <input type="text" value="12/10/2021"/> </p> <p> <input checked="" type="checkbox"/> Warn me to renew script after <input type="text" value="05/10/2021"/> </p>			<b>MIMS Drug Use</b> Analgesic, antipyretic. Temporary relief of pain (incl period, sinus), discomfort assoc with headache (incl migraine, tension), backache, toothache, muscular ache, arthritis (incl osteo), cold, flu symptoms; fever												
<b>Authority/RB/Sec100 Indication</b> <div style="border: 1px solid gray; height: 50px;"></div>				<b>PBS Status</b> <input checked="" type="radio"/> Private <input type="radio"/> PBS / RPBS <input type="radio"/> RPBS <input type="radio"/> PBS <input type="radio"/> Section 100											
<b>Drug Notes</b> <div style="border: 1px solid gray; height: 30px;"></div> <div style="text-align: right; margin-top: 5px;"> <span>Add to encounter notes</span> </div>				<input type="checkbox"/> Reg24 <input type="checkbox"/> Include Brand on Script <input type="checkbox"/> Authority <input type="checkbox"/> Brand Substitution NOT Permitted											

MIMS P.I.
 MIMS C.M.I.
 Add Favourite
 Add to History

Prescribe Electronically
 Prescribe
 Cancel