

SafeScript

Frequently Asked Questions – for practice managers

What is SafeScript?

SafeScript is computer software that provides doctors, in real time, with a patient's supply history for specific high-risk medications. Doctors can access SafeScript during their consultation with their patient. It is a clinical tool to support decision making about the safety of prescribing or dispensing of these medicines and inform appropriate treatment strategies.

Only doctors, nurse practitioner and pharmacists directly involved in patient care related to the monitored medicines can legally access the information in SafeScript.

SafeScript is not related to My Health Record.

How is information entered into SafeScript?

The data required for SafeScript is collected automatically from Prescription Exchange Services (PES) which support the electronic transfer of prescriptions from medical clinics to pharmacies. When a prescription is issued at a medical clinic or dispensed at a pharmacy, the PES sends a record of the prescription to SafeScript.

Data cannot be manually entered into SafeScript. This functionality has intentionally not been included after extensive consultation with an expert advisory group including representatives from medical and pharmaceutical peak bodies and consumers.

You should ensure your practice software is connected to a PES (eRx or MediSecure) to ensure that your prescriptions are captured in SafeScript and more complete data is available for the benefit of all clinicians.

How can clinicians register for SafeScript?

Doctors, nurse practitioners and pharmacists in the study area of Western Victoria Primary Health Network were emailed a link and instructions on how to register for SafeScript in mid-2018. A similar email will be sent to clinicians in the rest of Victoria in April 2019.

Alternatively, clinicians can register now at www.safescript.vic.gov.au.

What details are required to register for SafeScript?

The doctor, nurse practitioner or pharmacist will require their AHPRA number and access to the email account registered with AHPRA to register for SafeScript. Registration takes approximately 10 minutes.

What training is available to clinicians?

Online modules and face to face SafeScript training are now available statewide. Dates and locations for training and links to online modules can be found at www.vtphna.org.au/safescript-training-hub.

The training covers:

- The SafeScript system – how to use SafeScript to support clinical practice
- High-risk medicines and clinical practice – how to manage safety concerns, planning approaches and alternative treatment options.
- Having challenging conversations – using respectful communication to respond to needs of patients who may be at risk of harm.

How can I set up SafeScript in my practice?

Many software providers now offer integration with the SafeScript. Depending on the software you use, most practices only need to download the latest version of their clinical software to activate integration. Some may need to download an app onto their computer.

A benefit of integration is the green, amber and red pop-up notifications clinicians receive to their computer that enable them to quickly identify if there is information in SafeScript that should be considered. Clicking on the notification will open the patient record in SafeScript and save time.

Regardless of whether a doctor uses practice software, SafeScript is always available to registered clinicians through a secure web portal at www.safescript.vic.gov.au.

Further information, including quick reference guides, is available on the Setting up and Accessing SafeScript webpage at www.health.vic.gov.au/safescript.

Is technical support available?

For any technical or system related support with SafeScript, please contact the SafeScript Technical Support Team on 1800 SAFERX (1800 723 379) or it.safescript@dhhs.vic.gov.au

Self-directed help topics to assist doctors, nurse practitioners and pharmacists using SafeScript can be found at: <https://help.safescript.vic.gov.au/help-topics.htm>

Checklist for Practice Managers

	What	Why
<input type="checkbox"/>	SafeScript registration	We recommend that the health practitioner set aside approximately 10 minutes to complete registration which can be accessed via: www.safescript.vic.gov.au/SafeScript Practitioner Registration Guide < https://www2.health.vic.gov.au/about/publications/factsheets/safescript-practitioner-first-time-login-guide >
<input type="checkbox"/>	SafeScript log in	The first time that the health practitioner logs in to SafeScript, they will be prompted to set up a preferred authentication method and create a daily PIN. SafeScript Practitioner First time Login Guide < https://www2.health.vic.gov.au/public-health/drugs-and-poisons/safescript/register >
<input type="checkbox"/>	SafeScript training	SafeScript online and face to face training is now available to doctors, nurse practitioners and pharmacists. www.vtphna.org.au/safescript-training-hub
<input type="checkbox"/>	Set up SafeScript	Further information, including quick reference guides, can be found on the Setting up and Accessing SafeScript webpage at www.health.vic.gov.au/safescript .
<input type="checkbox"/>	Technical support	For any technical or system related issues or questions contact: 1800 SAFERX (1800 723 379) or it.safescript@dhhs.vic.gov.au
<input type="checkbox"/>	Online help topics	Self-directed help topics to assist doctors, nurse practitioners and pharmacists using SafeScript can be found at: https://help.safescript.vic.gov.au/help-topics.htm
<input type="checkbox"/>	General enquiries	General enquiries about the SafeScript initiative can be directed to safescript@dhhs.vic.gov.au or 03 9096 5633.