

FAQs for prescribers & pharmacists

Monitored drug data in ScriptCheckSA

Does **ScriptCheckSA** contain all prescription and dispensing records for monitored drugs?

No. **ScriptCheckSA** does not include information about monitored drugs prescribed:

- for inpatients, including emergency treatment
- on Medication Chart Prescriptions*
- on starter packs provided to a patient on discharge where there is no prescription
- from handwritten prescriptions*

*This information will be recorded if the monitored drug is dispensed at a pharmacy.

Prescription and dispensing records from clinical software that is NOT integrated (e.g. SA public hospital records) must be sent manually (in arrears) and are available by contacting the DDU. However, they are not available in real-time and up to four weeks may have elapsed since the prescription or dispensing event occurred.

Records before 1 November 2020 are not available in **ScriptCheckSA**. The DDU can be contacted to obtain historic dispensing records.

I have noticed duplicate records for a patient in **ScriptCheckSA**, how can they be corrected?

The information in **ScriptCheckSA** relies on accurate records being made in the prescribing/dispensing software. Prescription and dispensing records for monitored drugs are automatically collected from clinical software and patient identifiers, including Individual Healthcare Identifier (IHI), name, address and DOB are used to match these records to the existing patient record in **ScriptCheckSA**. If incorrect identifiers are entered in the clinical software, the prescription/dispensing record will not match to the correct patient record in **ScriptCheckSA** and a duplicate record will be created.

If you find a duplicate patient record, please contact **ScriptCheckSA** IT Support (Health.ITsupport.ScriptCheck@sa.gov.au) to request that the records be merged. To avoid future duplicate records being created you may wish to contact the prescriber or pharmacist who dispensed or wrote the prescription to request that they correct their records.

Are Medication-Assisted Treatment for Opioid Dependence (MATOD) prescriptions recorded?

Yes, if the prescription is written or dispensed using integrated software, MATOD prescription information is automatically sent to **ScriptCheckSA**.

Handwritten MATOD prescriptions are available in **ScriptCheckSA** if they are dispensed (correctly) at a community pharmacy.

MATOD dosing (non-dispensing) software is not integrated (e.g. MethDA) and MATOD prescriptions will not be sent to **ScriptCheckSA** unless they are dispensed. MATOD prescriptions **must be** dispensed using regular dispensing software each time a new prescription is received to ensure legal reporting obligations are met.

Accessing ScriptCheckSA

I am an interstate prescriber or pharmacist, can I access SA patient records?

If you practice in SA (i.e. you have an SA practice address), you can register for **ScriptCheckSA** at <https://register.scriptcheck.sa.gov.au/>

If you do not have an SA practice address (e.g. you are treating an SA patient via TeleMed), you can contact the DDU on 1300 652 584 or HealthDrugsofDependenceUnit@sa.gov.au to obtain information about your patient's monitored drug history.

Patient information will not be provided by email to maintain patient privacy. If emailing, please include your preferred contact number so that DDU can contact you.

When can I access a patient's record?

You can only access a patient's record in **ScriptCheckSA** when you are prescribing or dispensing a monitored drug for that patient or are directly involved in their medical care (e.g. consulting specialist, taking a patient's medication history, or conducting a Medication Review).

You may discuss information in **ScriptCheckSA** with the Regulator (DDU) and other registered health practitioners involved in the medical treatment or care of that patient (e.g. calling the DDU or a dedicated specialist support service to discuss a patient's care, or seeking clinical advice from another registered health practitioner).

You must NOT access patient records (including your own) except for the purpose of ensuring patient safety when prescribing or dispensing monitored drugs.

It is an offence under Section 60A(2) of the [Controlled Substances Act 1984](#) to look up and use information for a patient for reasons not related to the current medical care of that patient.

Do I need the patient's consent to access their record?

No.

The [Controlled Substances Act 1984](#) allows authorised AHPRA registered prescribers and pharmacists to access a patient's record in **ScriptCheckSA** if involved in their care and only for the purpose of ensuring that it is safe and appropriate to prescribe or dispense a monitored drug.

Can I ask another health practitioner or person (e.g. practice manager/nurse, dispensary technician) at my practice/pharmacy to look up my patient's record on my behalf?

No.

The [Controlled Substances legislation](#) states that access to **ScriptCheckSA** is restricted to AHPRA registered **prescribers** and **pharmacists** who are involved in a patient's care and only for the purpose of deciding if it is safe and appropriate to prescribe or supply a monitored drug to that patient.

Persons not responsible for **making a decision** about if it is clinically and professionally appropriate to prescribe or dispense a monitored drug are not legally allowed access to **ScriptCheckSA**.

Health practitioners' use of **ScriptCheckSA** is logged and monitored by DDU. The Controlled Substances laws include penalties that may apply if information is inappropriately accessed or used.

How does the 6-digit PIN work?

Each day after you log in to **ScriptCheckSA**, you will be asked to set up a 6-digit PIN to allow quick access for the day if your browser is not closed. The PIN is active for 12 hours.

Notifications and alerts

Should pharmacists act on alerts about Section 18A authorities?

No.

Alerts about Schedule 8 authorities are triggered to help prescribers meet their legal obligations when prescribing drugs of dependence. These alerts can be seen in the patient's Medication History and Alert History.

I have received an alert that a prescriber has a Prohibition Order, what do I do?

Pharmacists should obtain more information on the current restrictions, including the medicines specified under the Order. Pharmacists must **NOT** dispense prescriptions for drugs which are prohibited under the Order.

Prohibition Orders are available publicly on the [SA Health Website](#) OR by contacting DDU on 1300 652 584 (Monday to Friday from 9:30am – 4:30pm) or HealthDrugsofDependenceUnit@sa.gov.au.

ScriptCheckSA in clinical practice

Does **ScriptCheckSA** change how I write a prescription or dispense a monitored drug?

No.

Does **ScriptCheckSA** change how I handle (administer, store etc.) monitored drugs?

No.

Do I need a Section 18A authority to prescribe a Schedule 4 monitored drug?

No. Section 18A authorities are required only for drugs of dependence (Schedule 8 drugs).

Does **ScriptCheckSA** change current authority requirements for prescribing drugs of dependence (Schedule 8 drugs)?

No.

Further information can be found on the [Drugs of Dependence Unit website](#).

Can I check the status of my authority application in **ScriptCheckSA**?

Yes.

Prescribers can view their Schedule 8 authorities, including the status by clicking on the 'Authorities' icon on their Dashboard. For more information, watch the [Viewing Schedule 8 Authorities video](#) (duration: 1 minute).

Note authorities granted before August 2021 are not available in **ScriptCheckSA**. Contact DDU on 1300 652 584 (Monday to Friday from 9:30am – 4:30pm) or HealthDrugsofDependenceUnit@sa.gov.au.

Other questions

How can patients view their record in **ScriptCheckSA**?

Patients can submit a Freedom of Information request to the South Australian Department for Health and Wellbeing. Further information can be found on the [SA Health website](#).

What do I do if a patient believes there is an error in their **ScriptCheckSA** record?

ScriptCheckSA contains a copy of the prescription or dispensing record that was made in the prescriber or pharmacist's clinical software.

Patient information cannot be updated directly in **ScriptCheckSA**. However, if the patient believes there is an error, they can request the prescriber or pharmacist who created the record to review and update the information in their software. Once updated, the patient's information will automatically be corrected in **ScriptCheckSA**.

For more information

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