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# Prescribing policy

(As of 5<sup>th</sup> October 2020)

ClickClinic providers practice an evidence-based patient focused approach to medicine. As such, Quality Use of Medicine (QUM) principles are integral to providing safe and effective healthcare.

Our prescribers are all registered with the Australian Health Practitioner Regulation Agency (AHPRA), and are therefore required to practice to specific standards.

By engaging our services you agree to the terms set out in the policy below.

For the purpose of this document:

**“Provider”** is defined as the doctor or nurse practitioner issuing a prescription or providing medical services including but not limited to telehealth consultation

**“We” / “us”** means Click Clinic Australia

**“You”** means the person requesting or utilizing the services provided by Click Clinic

Medicines we will **NEVER** issue a prescription for from an online request:

- Anaesthetic agents (e.g. propofol, midazolam, ketamine)
- Prescription stimulants (amphetamine, dexamphetamine, etc)
- Barbituates
- Methadone (for treatment of drug dependency)
- Chemotherapy & most anti-cancer treatments
- Prohibited substances
- Medicines a patient is not currently taking without a consultation with a ClickClinic provider via telehealth
- Opiate painkillers (including but not limited to: Codeine, Fentanyl, morphine, oxycodone, hydromorphone, tramadol, & tapentadol)
- Benzodiazepines (including but not limited to diazepam [Valium], lorazepam [Ativan])
- Drugs open to abuse such as pregabalin (Lyrica) (unless treatment for proven epilepsy), dexamphetamine, or gabapentin (unless treatment for proven epilepsy)
- Any medication where the prescriber is not satisfied it will be used for the purpose stated or is not the most appropriate treatment for the medical condition described



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If a patient feels they require a prescription of any of the above, they should contact us via the links on the website ([www.clickclinic.com.au](http://www.clickclinic.com.au)) to discuss the matter or request a telehealth consultation prior to submitting an online prescription request. The provider retains the right to refuse any prescription on the grounds of appropriateness.

The clinical director may in exceptional circumstances issue a prescription for one of the above medications however this is not normal or expected practice and requesting any of the above medicines without the prior agreement of the clinical director will result in no prescription being issued and no refund being given for any fee paid. In the exceptional circumstances where a prescription for an opiate painkiller is provided, this will be in line with good opiate stewardship principles.

### Conditions of online prescription requests

- The online prescription request service can only be used for a medicine a patient is currently taking. Requests not conforming to this are likely to be rejected, and any fee paid will not be refunded in this instance.
- Online prescription requests sent via our website will be assessed by a ClickClinic provider. Where a prescription is issued, this will be within 48 hours under normal operating circumstances. The prescription will be sent by electronic means to the pharmacy specified by the patient.
- Prescriptions will comply with all relevant federal and state/territory laws.
- If a patient requests a prescription in violation of our prescribing policy, we reserve the right to refuse the prescription request, and any fee paid will be retained – no refunds will be issued.
- If a prescription is issued following a telehealth consultation, only the consultation fee is payable, not a separate fee for the prescription.

### Payment of fees & refunds

Click Clinic is a private medical practice that charges out of pocket fees for services.

The payment of any fee with the online prescription request does not in any way guarantee a prescription will be issued, or, commit the provider responsible to do the same. The payment of a fee is for the professional services of the provider to assess the suitability of the requested medication in the circumstance described by the patient. If the responsible provider does not feel the medication is appropriate, they will refuse the prescription, and retain any fee paid.

Fees for service are required to be paid before any service is rendered.

No refunds will be issued in any circumstance.

### Medical history and fact checking

By utilising the online prescription request service provided by Click Clinic, you authorise us to undertake any necessary checks required to verify any information you provide to us or to obtain further information about your medical history. This includes but is not limited to



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contacting your regular or previous healthcare providers, searching the MyHealthRecord database, and utilising the prescription shopping information line.

If you are found to have been dishonest in the information you provide us, we will refuse to issue a prescription to you, and retain any fee paid. We may also ban you from using our services in future, and submit reports to any relevant agency including but not limited to medication safety units and federal government agencies.

By using our services, you agree to allowing us to share information about you with other healthcare providers for the purpose of providing the best standard of care.