

Working with pharmacists to transform emergency care today and tomorrow.

My Emergency Doctor is committed to working with pharmacists to ensure Australians have access to the best possible emergency care, wherever they are.



Dr Justin Bowra FACEM
Founder & Medical Director,
My Emergency Doctor

Established in 2016, My Emergency Doctor is Australia's first telemedicine service exclusively staffed by emergency physicians. All consulting physicians are Fellows of the Australasian College for Emergency Medicine (FACEMs).

Our vision is to transform emergency care today and tomorrow – and ensure Australians have access to an emergency specialist whenever they call and wherever they are.

We work with hospitals, urgent care centres, ambulance services and the general public around Australia to provide access to specialist medical advice via video or telephone consultation.

As specialists in acute care, we help manage overflow when health services are at capacity, or when advice is needed for a patient who becomes acutely unwell, often after hours. This can avoid an unnecessary trip to the hospital emergency department.

Our FACEMs have managed more than 35,000 calls for acute medical care from across Australia. My Emergency Doctor is available for consultations 24 hours a day, 7 days a week, 365 days a year via telephone or our free app (available from App Store or Google Play).

How we work with pharmacies

Our Patient Support Team will work with patients that are administered prescriptions from My Emergency Doctor to find the most appropriate pharmacy location to have them filled.

STEP 1

Once a pharmacy location is decided, a Patient Support Officer from My Emergency Doctor will call the pharmacy to advise a script is coming and ask for the best fax or email address to send it to.

STEP 2

The Patient Support Officer will then email or fax the prescription to the pharmacy on behalf of the prescribing FACEM.

STEP 3

After a prescription has been sent, the Patient Support Officer will then follow up with the pharmacy to ensure the prescription has been received in good order and will also ask for a postal address so the hard copy can be posted in line with legislation. The Patient Support Officer will also follow up the patient with a phone call to let them know that their script will be ready to collect shortly.

STEP 4

The hard copy paper prescription will arrive at the pharmacy's nominated postal address within 7 working days.

Official prescription example

Business name

Any script that comes from us will have the name 'My Emergency Doctor' outlined in full.

Address

Our office is based at Level 5, 10 Bond Street, Sydney. This address will appear on our scripts.

Phone and fax number

Our phone and fax numbers will be 1800 123 633 and (02) 8078 0220.

Qualification

Doctors administering prescriptions from My Emergency Doctor will be FACEMs.

Email address

Prescriptions that arrive via email will come from doctors@myemergencydr.com.au

**Dr Montgomery Jones
My Emergency Doctor**
Level 5
10 Bond Street
Sydney NSW 2000 Ph: 1800123633 Fax: 0280780220
Prescriber no. 1234567

Patient's Medicare no.
Pharmaceutical benefits entitlement no.
 PBS Safety Net entitlement cardholder (cross relevant box) Concessional or dependent RPBS beneficiary or PBS Safety Net concessional cardholder

Patient's name **Testa, Test**
Address **Tesville
Melbourne VIC 3008**

Date 28/02/2020 Script id: 003538
PBS RPLS Brand substitution not permitted

Paracetamol Capsule 500mg
2 Four times a day
Quantity: 12, repeats: 0
1 item printed

**Dr Montgomery Jones
FACEM**



You'll know the prescription is from My Emergency Doctor if all these details appear as per the example

Contact details

1800 123 633
(24 hour hotline)

doctors@myemergencydr.com.au

myemergencydr.com

Level 5, 10 Bond Street
Sydney NSW 2000

ABN: 54 610 209 884