

Information for Community Pharmacists



Image-Based Prescriptions

From 17 April 2020, community pharmacists in NSW can dispense a prescription for most medicines using an image of the prescription received from a medical practitioner or a nurse practitioner by email or fax, rather than requiring a paper prescription.

This temporary measure will facilitate telehealth consultations and access to medicines during the COVID-19 response. This measure is in place until 4 April 2021.



What you need to know

- Image-based prescriptions cannot be prescribed or dispensed for Schedule 4 Appendix D medicines (e.g. benzodiazepines) or Schedule 8 medicines (e.g. opioids).
- ⊘An image-based prescription must be sent directly to the pharmacy by email or fax.
- You cannot dispense a prescription from an email, photo or text message presented by a patient.
- ⊘You cannot send an image-based prescription to another pharmacy for dispensing.
- Repeats can be issued from an image-based prescription. All repeats must be supplied and held in the same pharmacy as the original supply.

Need more information

Visit the NSW Health website at

https://www.health.nsw.gov.au/pharmaceutical/pharmacists/Pages/image-based-prescriptions.aspx