

## What happens after the call?

- You and your Doctor will be provided a summary of advice via email for your records
- If your question requires urgent medical care or is outside the scope of the Pharmacist, you will be referred onto another service
- This telephone service is not for emergencies
- You will be offered a follow up call from the Pharmacist

My medicine is out of date, can I still take it?

I've run out of my medicine, what should I do?

Can I take this medicine with another medicine I'm taking?

Why am I experiencing a side effect/allergy?



**PHARMACIST ADVICE LINE**

6PM - MIDNIGHT | 7 DAYS

**1300 742 769**

PSA5884

Free access to Translating and Interpreting Service - call and provide the Pharmacist with the language and interpreter needed.

Free access to National Relay Service for those who want to use the service but are deaf, hard of hearing or have speech impairment;

Internet users: Connect at <https://internet-relay.nrscall.gov.au> then enter 1300 305 062

Speak and Listen users: Phone 1300 555 727 then ask for 1300 305 062

**Need medicine advice when your pharmacy is closed? Call us!**



**PHARMACIST ADVICE LINE**

6PM - MIDNIGHT | 7 DAYS

**1300 742 769**

**Free for all Tasmanians\***

\* Subject to ongoing funding.



SUPPORTED BY

**Tasmanian Government**

# Pharmacist Advice Line

Available from 6pm to midnight, 7 days a week

The dose was due two hours ago – can I still take it now?

Which 'when required' medicine do I use for this symptom?

Is this medicine safe to take while pregnant?

## Who can call this number?

- Any Tasmanian needing medicine advice
- Health care professionals
- Family members
- Carers
- Parents
- Teenagers
- Palliative Care Services
- Disability Services
- Aged Care Services

## Why would you call this number?

- Need to clarify or have a question about medicine or doses?
  - Missed a dose – what do you do?
- Find out what a medicine is used for
- Have a question about a side effect?
  - Can a medicine be taken when on another medicine?
- Pregnant or breastfeeding and wanting to know if a medicine is safe to take?
  - Any question you may have regarding medicine

