

Overview of Active Script List



What is ASL?

The Active Script List (ASL) is part of Australia's broader move toward digital healthcare, supporting better medicine management and improving access to treatment.

The ASL is a secure digital list that stores a consumer's electronic prescription tokens and displays barcoded paper prescriptions in one place, allowing the consumer to easily manage their prescriptions by medication management software such as the my health app. It also allows consumers to share their ASL with a pharmacy, enabling pharmacists to easily dispense a consumer's prescriptions without the need for an electronic prescription (e-prescription) token. It's especially helpful for people who take multiple medicines, as it eliminates the need to manage individual prescription tokens. Once registered, consumers can access their prescriptions more easily and safely.

The ASL isn't just for consumers, it's a tool that supports a wide range of people involved in managing and dispensing medicines. This can include a consumer, carer, prescriber pharmacist and the pharmacy team under direct supervision of the pharmacist – ASL helps simplify the prescription process and improve access to treatment.



Dispensing from ASL

The consumer will need to give consent to the pharmacist to access their ASL, this is completed through an SMS or email verification system initiated by the pharmacist or pharmacy support staff under direct supervision of the pharmacist – the consumer can respond to the SMS or email, denying access, granting access as a one-time occurrence, or granting ongoing access. Once the pharmacist accesses the consumer's ASL, dispensing becomes a streamlined process. All active prescription tokens, and barcoded paper prescriptions, are visible in the pharmacy's dispensing software. This eliminates the need for consumers to present individual tokens and provides a more complete history of consumer medicines where information is available.

Note: ASL may include a record of barcoded paper prescriptions which have been scanned to dispense, however these cannot be dispensed without the physical copy.



The role of pharmacy support staff

Digital tools like the ASL offer convenience and safety but they also come with important responsibilities. As pharmacy support staff are often the first point of contact for consumers, they play a key role in ensuring consumers understand how the ASL works and feel confident that their privacy is protected.

Before a consumer can register for an ASL, they must give informed consent. This ensures they understand how the ASL works, who can access their prescriptions, and how their information is protected. It is important that:

- only authorised healthcare providers and pharmacy support staff under direct supervision of the pharmacist can access a consumer's ASL
- consumers can remove prescriptions or revoke access to healthcare providers at any time
- pharmacy staff must never share ASL information with unauthorised individuals
- if there are any concerns about a privacy issue or request, check with the pharmacist.

Registering a consumer

To register and then view a consumer's ASL you will need to:

- explain to the consumer what an ASL is
- confirm the consumer's identity using 100 points of identification
- the consumer's Individual Healthcare Identifier (IHI) is automatically retrieved by the dispensing system using the consumer's name, date of birth, gender and Medicare details
- assist with sending the SMS or email consent messages to the consumer
- confirm the consumer has responded to the SMS or email completing the digital consent process
- view and dispense the consumer's active prescriptions as requested.

Once the consumer is registered, prescriptions are automatically added to their ASL to be dispensed in the future, unless the prescriber specifically notes not to include the prescription in the ASL (this can be done at the point of prescribing).



Frequently asked questions

What if a consumer hasn't received the SMS/email consent link?

Ask the pharmacist to confirm the consumer's mobile number/email address and resend the request. Ensure the consumer's phone has reception and can receive messages.

Can a person be added or removed as an agent from an ASL?

Yes, an agent or carer can be added or removed by the consumer at any time by the pharmacist or pharmacy support staff with the consumer's consent.

What if I see someone trying to access ASL information without permission?

Report it immediately to the pharmacist. Protecting consumer privacy is a legal and ethical responsibility. A complaint may be lodged at the Health Ombudsman in your state.

A consumer is registered for ASL, but their prescriptions aren't showing, what should I do?

Ask the pharmacist to verify the consumer's Individual Healthcare Identifier (IHI) and confirm that the registration was completed successfully. If the ASL content is still not visible, the prescriber may have chosen not to send the prescription to the consumer's ASL. The consumer can request that their doctor upload them to the consumer's ASL.

Note: if requested by the consumer, pharmacists have the ability to not upload repeat tokens to the ASL and provide the token to the patient instead (even if the original prescription was uploaded to the ASL).

Consumers can also hide prescriptions from their ASL if they choose.

ASL will not show prescriptions that have been fully dispensed or expired. Some prescriptions, based on jurisdictional regulations, must be retained by the pharmacy and will not appear in the ASL.

Does the consumer still need to show a token if they have shared their ASL with the pharmacy?

No, once the consumer has registered for an ASL and shared it with the pharmacy, they do not need to present individual tokens. All active prescription tokens are securely stored in the ASL and accessed directly by the pharmacist.

Can pharmacy assistants access the ASL directly?

Pharmacy assistants can access a consumer's ASL under direct supervision of the pharmacist based on the pharmacy's policies. To clarify what this can look like in your pharmacy, speak to your pharmacist. Pharmacy assistants can readily support the process by confirming consumer details, assisting with registration, and helping prepare medicines once prescriptions are selected.

How do I know which forms of identification are valid?

To register a consumer for ASL, 100 points of identification are required; this can be made up from multiple sources such as a driver's license, passport, Medicare card, bank statements etc.

For more information on what forms of identification are valid, please see the Australian Federal Police guide.



Want to learn more? Scan here to access PSA's online learning module: Overview of Active Script List



PSA Empowering pharmacists