



## Changes to Outpatient Pharmacy service delivery for metro patients

The Outpatient Pharmacy at Sir Charles Gairdner Hospital is transitioning to cease the metro post/courier service from **01/01/2021**. This is in response to the easing of COVID-19 (Coronavirus) restrictions in Western Australia.

### Prescriptions currently kept on file

- If the Outpatient Pharmacy currently holds your prescriptions on file and you are due for more supply then you can call to order your medication and have them delivered via post/courier one last time until **Friday 26 February 2021** if you are unable to collect. Any remaining prescriptions will be returned to you with the delivery.
- After **Friday 26 February 2021** if you call to order a prescription that we kept on file you will be instructed to collect your medications from the Outpatient Pharmacy. Any remaining prescriptions will be returned to you upon collecting your medication.

**Once your prescriptions have been returned to you, there are two options for you to get your prescription to us so that we can dispense your medication in preparation for you to collect from the Outpatient Pharmacy.**

### OPTION 1:

- If you have at least 2 weeks of your medication left at home you can post your prescription to the Outpatient Pharmacy. Please allow 10 business days from when you **POST** in your prescription to when your medication will be ready for collection.
- You may post your prescription to the following address: **Outpatient Pharmacy. Sir Charles Gairdner Hospital. Ground Floor E Block. Hospital Ave. NEDLANDS WA 6009**
- Please include:
  - A completed dispensing request form **OR**
  - A letter detailing your best contact number, your Medicare/Concession/DVA/Safety Net card numbers (if applicable), which medications are required, the number of month's supply and the date you will collect.
- Once we receive your prescription and dispense it we will contact you on the phone number you provide us to notify you that it is ready for collection.

### OPTION 2:

- If you require your medication more urgently, you or an agent can drop off your prescription(s) to the Outpatient Pharmacy and:
  - Wait the current wait time to have it dispensed **OR**
  - Return at a later time or date to collect it.

**It is a legal requirement that the Outpatient Pharmacy receives a physical copy of your prescription (the original and duplicate **OR** repeat and duplicate) in order to dispense your medication for you. Please be advised we cannot accept photos, scans, faxes, emails etc. of prescriptions. There are no changes for our regional patients who will continue to have their prescriptions kept on file and have their medications delivered via post/courier.**

If you have any queries please don't hesitate to contact us via email at [scgh.pharmacyoutpatients@health.wa.gov.au](mailto:scgh.pharmacyoutpatients@health.wa.gov.au)

In the event that the WA Government enforces lockdown restrictions due to COVID-19, the Outpatient Pharmacy will offer to post/courier medications to ALL patients for the period of the lockdown once we receive the prescription (either handed in or posted in to the Outpatient Pharmacy).

Thank you for your support, **The Outpatient Pharmacy team**  
12 February 2021



SIR CHARLES GAIRDNER HOSPITAL  
**OUTPATIENT PHARMACY**  
**DISPENSING REQUEST FORM**



You can post your prescriptions to the Outpatient Pharmacy at Sir Charles Gairdner Hospital and have your medication dispensed in preparation for collection from the Outpatient Pharmacy. Post your prescriptions and this completed form to:

Outpatient Pharmacy  
 Sir Charles Gairdner Hospital  
 Ground Floor, E Block  
 Hospital Avenue  
 NEDLANDS WA 6009

**Please allow 10 business days from when you POST the prescription(s) and this completed form to when your medication will be ready for collection.**

Ensure you have included:

- Both copies of the prescription/s (original and duplicate OR repeat and duplicate). Please note we can only accept prescriptions written on Sir Charles Gairdner Hospital paperwork.
- This completed form
- A stamp on the envelope

Please complete the following information:

Date sent: \_\_\_\_ / \_\_\_\_ / \_\_\_\_      Date of collection: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Patient name: \_\_\_\_\_      Phone number: \_\_\_\_\_

Medicare card number: \_\_\_\_\_      Expiry date: \_\_\_\_\_

Concession/DVA card number (if applicable): \_\_\_\_\_      Expiry date: \_\_\_\_\_

Safety Net card number (if applicable): \_\_\_\_\_      Expiry date: \_\_\_\_\_

Do you have any allergies? YES or NO (please circle) If yes, outline the allergies and the reaction: \_\_\_\_\_

What medications are you currently taking: \_\_\_\_\_

Medication(s) required to be dispensed:	Current dose:	Number of months requested:
1. _____	_____	_____
2. _____	_____	_____
3. _____	_____	_____
4. _____	_____	_____
5. _____	_____	_____
6. _____	_____	_____

Please tick the box which applies to you:

- I would like a phone call once my medication is ready
- I would like an SMS text message (mobile numbers only) once my medication is ready