



SafeScript NSW (Real-time Prescription Monitoring)

Nepean Blue Mountains PHN with
Andrew Hargreaves – eHealth NSW

31 March 2022
6:30pm – 8:00pm

Acknowledgement of Country

**I would like to acknowledge the
traditional owners of the land in which
we all meet today and to pay my respects to
Aboriginal elders past, present and emerging.**

**I would also like to extend my respect
to all Aboriginal people present today.**

Housekeeping



Main speaker

Andrew Hargreaves

Program Manager, RTPM and Clinical Pharmacist
eHealth NSW

SafeScript NSW

Prescriber and Pharmacist education
session for Nepean Blue Mountains PHN

31 March 2022



Acknowledgement of Country

I would like to acknowledge the traditional owners of the lands on which we meet today and the Elders, past and present.

I acknowledge the ongoing connection that Aboriginal people have to this land and recognise Aboriginal people as the original custodians of this land.

I would also like to acknowledge any Aboriginal people that are present here today.

Agenda

1. What is SafeScript NSW?

- What is SafeScript NSW?
- Monitored Medicines List
- Registration and use
- Pop-up notifications and alerts
- Static demonstration
- Privacy and legal

2. Implementation Support

- Education and Training
- HealthPathways
- SafeScript NSW Clinical Advice Line

3. Case Studies

4. Q & A



Learning Outcomes

At the end of this session you will be able to:

- **Integrate SafeScript NSW system clinical workflow processes to improve management of patients using drugs of dependence;**
- **Use SafeScript NSW to analyse and interpret patient history to inform best practice patient outcomes;**
- **Use current best practice clinical guidance including best practice communication techniques to manage patients prescribed monitored medicines and their wellbeing; and**
- **Identify and access critical information and resources to support clinical decision making and reduce potential harm for patients prescribed monitored medicines.**

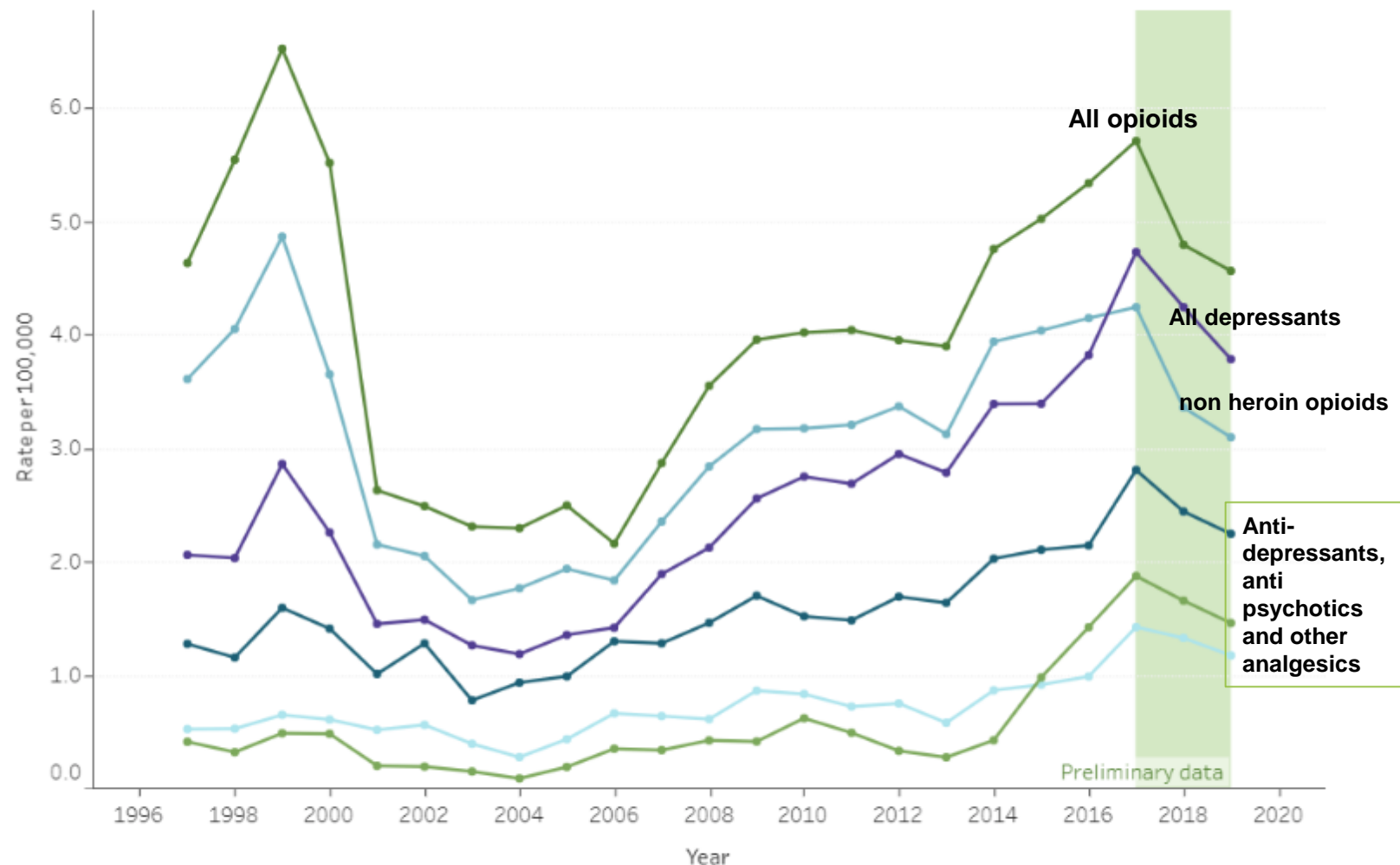
What is SafeScript NSW?



Figure IMPACT1: Drug-induced deaths by common drug classes and types, 1997 to 2019 (age-standardised rate per 100,000 population)

In Australia in 2019

- 1865 drug related deaths in Australia
- Opioids in 3 out of 5 drug induced deaths
- Benzodiazepines in 3 out of 5 opioid induced deaths – most accidental



*AIHW - Alcohol, tobacco & other drugs in Australia, 2021

Select category

- ☒ Drug class
- ☐ Drug type

Drug class/type (select to highlight)

- ☒ All antidepressants
- ☒ All antipsychotics

Select year range



- ☒ All depressants
- ☒ All non-opioid analgesics

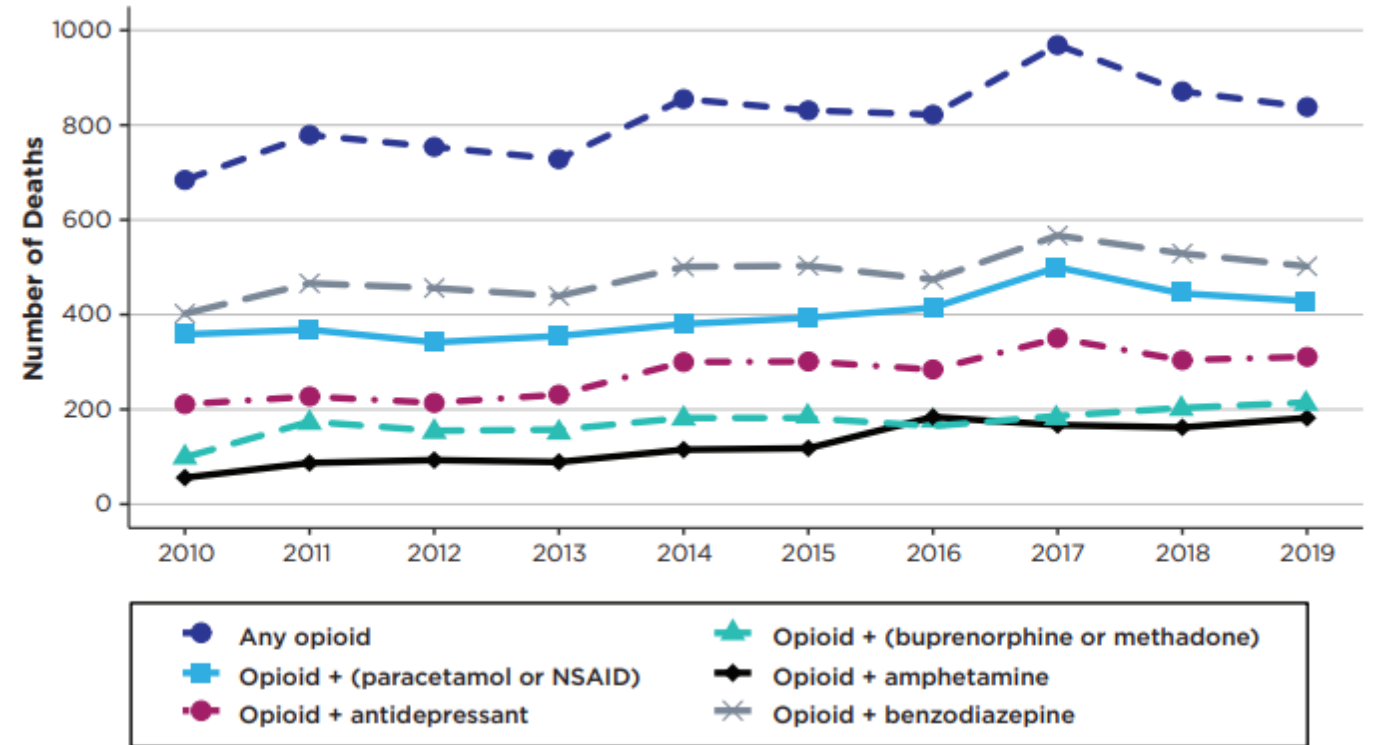
- ☒ All opioids
- ☒ All opioids excluding heroin

In NSW in 2018

- Ambulance Officers administer 6-7 shots of naloxone per day
- 1 in every 1,000 ED presentations are due to opioid issues (most due to oxycodone, age 35-44 and most disadvantaged)
- Increasing rates of opioid related deaths in NSW with 5.4 deaths per 100,000 in 2018

Source: Opioid Use and Related Harms in NSW Surveillance Report to December 2019

Figure 37: Deaths where opioids were detected in forensic toxicology, by drug combination, NSW, 2010 to 2019



Source: NSW Health Pathology Forensic & Analytical Science Service

What is SafeScript NSW?

- SafeScript NSW is part of the NSW Government's commitment to reducing the harm caused by monitored medicines.
- SafeScript NSW is a digital health system that provides prescribers and pharmacists with access to a patient's prescription history for high-risk medicines such as opioids and benzodiazepines.
- Prescribing and dispensing information about monitored medicine is collected via the Prescription Exchange Services and stored in the SafeScript NSW repository.
- Prescribers and dispensers using integrated clinical software will receive notifications to warn them when a high risk situation is detected.
- The Pharmaceutical Regulator within NSW Health will have access to the SafeScript NSW system and will progressively use the information to adopt proactive regulatory activities.



Monitored Medicines List

Category	Medicine
Opioids	Including but not limited to buprenorphine, codeine, fentanyl, hydromorphone, methadone, morphine, oxycodone, pethidine, tapentadol, tramadol
Benzodiazepines (prescribed for anxiety or sleep)	Including but not limited to alprazolam, flunitrazepam, bromazepam, clobazam, clonazepam, diazepam, lorazepam, midazolam, nitrazepam, oxazepam, temazepam
Other sleeping aids	Zolpidem, zopiclone
Psychostimulants (prescribed for ADHD)	Dexamfetamine, lisdexamfetamine, methylphenidate
Other	Ketamine, pregabalin, quetiapine All other Schedule 8 medicines not listed above



SafeScript NSW registration and use

- You will receive an email inviting you to register for SafeScript NSW when it is available in your area.
- You can also register here: [SafeScript NSW Self-Registration Portal](#) or by scanning the QR code below.
- Once registered, you will need to make sure your clinical software is updated and connected to the SafeScript NSW system. Information about how to do this is on the [SafeScript NSW website](#).
- Once configured, the SafeScript NSW system will operate in the background.
- When you are prescribing or dispensing a monitored medicine, a pop-up notification will display on your desktop based on information held about the patient in SafeScript NSW.



Scan to register for
SafeScript NSW



SafeScript
NSW



Pop-up notifications

If you are using integrated software (such as Medical Director, Best Practice, Fred Dispense, Minfos and others) SafeScript NSW will send green, amber or red pop-up notifications to your desktop based on information held in the system about the patient you are treating.

Pop-up notification colour	Pop-up notification text
Green	There are no prescribing/dispensing records in SafeScript NSW for 'Firstname Lastname' within the last 90 days.
Green	Medicines prescribed to 'Firstname Lastname' within the last 90 days are from the same prescriber or the same medical practice.
Amber	Medicines prescribed to 'Firstname Lastname' within the last 90 days involve more than 1 prescriber at different medical practices. Check SafeScript NSW for more information.
Red	The medicines supplied to 'Firstname Lastname' within the last 90 days have resulted in a potentially high-risk situation that requires review. Check SafeScript NSW for more information.

Mock-up of pop-up notification

MedicalDirector Clinical 4.0 - [Mr John Smith (53yrs)]

File Patient Edit Summaries Tools Clinical Correspondence Assessment Resources Sidebar MyHealthRecord Messenger Window Help

Mr John Smith (53yrs)

DOB: 17/06/1968 Gender: Male Occupation: Plumber 0m 31s

2 Kennedy Road, Bundaberg, Qld 4670 Ph: 0400000000 (mobile) Record No: 444474758 ATSI: Neither Aboriginal nor Torres Strait Islander

Allergies & Adverse Reactions: IRON COMPOUNDS, PENICILLINS Repat. No: 444474758 Ethnicity: Caucasian

Warnings: Drug dependent, Elite sport, This is just a sample warning message for testing purposes Smoking Hx: 25 Daily IHI No: MyHealthRecord: IHI not recorded as of 18/05/2021

Go MDReference

NEW

FACT SHEETS

UHG

CLINICAL

REFER

Care

Summary Rx Current Rx Progress Past history Results Letters Documents Old scripts Imm. Acupuncture Correspondence MDExchange HL HealthLink

#	Drug name	Strength	Dose	Freq	Instructions	Route	Unusual Dose	Note to pharmacist	R. Int.	Qty	Rpts	Elapse	\$	Reg. 24	Script Ow
1	ENDONE TABLET	5mg	1	q.i.d.		Oral	No			20	0	22/02/2021	D	No	No
2	LIPIDIL TABLET	48mg	2	daily		Oral	No			60	5	24/02/2013	V	No	No
3	NEXIUM EC TABLET	20mg	1	daily		Oral	No			30	5	09/05/2012	X	No	No
4	NORSPAN PATCH	5mcg/h (5mg)	1	weekly		Trans der...	No			2	0	03/03/2021	X	No	No
5	PANADOL RAPID CAPLET	500mg		q.i.d.	p.c.	Oral	No			10	0		\$	No	No
6	TRITACE CAPSULE	10mg	1	mane		Oral	No			30	5	01/06/2013	V	No	No
7	VENTOLIN CFC-FREE INHALER	100mcg/dose	2 puffs	q.4.h.	p.r.n.	Inhale	No			2*200 ...	5	16/03/2013	V	No	No

Script date: 23/06/2021 Not taking any medications Red - Overdue Blue - Almost due

Website Feedback Help Medical Certificate

Wednesday, 23 June 2021 10:52:05 AM

10:52 a.m. 23/06/2021

SafeScript Warning

John Smith - Please check SafeScript. Records for monitored medicines exist.

John Smith - Please check SafeScript. Records for monitored medicines exist.

NSW GOVERNMENT

Close

John Smith - No scripts in the last 6 months.

John Smith - Please check SafeScript. Records for monitored medicines exist.

John Smith - Please check SafeScript. Alert(s) exist.

SafeScript
NSW

16

SafeScript Alerts

Alerts in the SafeScript NSW system will be displayed where a high risk situation has been detected in the patient's record.

[Australia and New Zealand College of Anaesthetists Faculty of Pain Medicine - opioid dose equivalence calculator](#)

or Opioid calculator app

<http://www.opioidcalculator.com.au/takeatour.html>

Alert colour	Alert rules	Does the alert trigger a pop-up notification?
Red	Concurrent prescribing of potentially harmful medicines in a 30-day period <ul style="list-style-type: none"> ○ Combination Rule 1 - Fentanyl + a long acting opioid (not OTP) ○ Combination Rule 2 - Fentanyl + a benzodiazepine / Z drug ○ Combination Rule 3 - Methadone (pain products) + a long acting opioid (not OTP) ○ Combination Rule 4 - Methadone (pain products) + a benzodiazepine / Z drug 	Yes, a red pop-up notification is sent
Red	Multiple Prescriber Episode – this is where an individual has received a prescription for any monitored medicine from 4 or more prescribers across 4 or more medical practices in a 90-day period	Yes, a red pop-up notification is sent
Red	Opioid Dose Threshold – where an individual has an average daily opioid dose of more than 100mg per day, averaged over a 90-day period.	Yes, a red pop-up notification is sent
Amber	Multiple Pharmacist Episode – where an individual has had any monitored medicine dispensed in 4 or more pharmacies within a 90-day period.	No, a pop-up notification will not be sent about this alert. Information about the alert will be available in SafeScript NSW

SafeScript NSW demonstration

1. Access by pop-up notification

MedicalDirector Clinical 4.0 - [Mr John Tim Andrews (53yrs)]

File Patient Edit Summaries Tools Clinical Correspondence Assessment Resources Sidebar MyHealthRecord Messenger Window Help

Mr John Andrews (53yrs) DOB: 17/06/1968 Gender: Male Occupation: Plumber 0m 31s

2 Kennedy Road, Bundaberg, Qld 4670 Ph: 0400000000 (mobile) Record No: ATSI: Neither Aboriginal nor Torres Strait Islander

Allergies & Adverse: IRON COMPOUNDS, PENICILLINS Repat. No: 444474758 Ethnicity: Caucasian

Reactions: Smoking Hx: 25 Daily IHI No: MyHealthRecord: IHI not recorded as of 18/05/2021

Warnings: Drug dependent, Elite sport, This is just a sample warning message for testing purposes

Summary Current Rx Progress Past history Results Letters Documents Old scripts Imm. Acupuncture Correspondence MDEXchange HL HealthLink

#	Drug name	Strength	Dose	Freq	Instructions	Route	Unusual Dose	Note to pharmacist	R. Int.	Qty	Rpts	Elapse	\$	Reg. 24	Script Ow
1	ENDONE TABLET	5mg	1	q.i.d.		Oral	No			20	0	22/02/2021	D	No	No
2	LIPIDIL TABLET	48mg	2	daily		Oral	No			60	5	24/02/2013	V	No	No
3	NEXIUM EC TABLET	20mg	1	daily		Oral	No			30	5	09/05/2012	X	No	No
4	NORSPAN PATCH	5mcg/h (5mg)	1	weekly		Trans der...	No			2	0	03/03/2021	X	No	No
5	PANADOL RAPID CAPLET	500mg		q.i.d.	p.c.	Oral	No			10	0		\$	No	No
6	TRITACE CAPSULE	10mg	1	mane		Oral	No			30	5	01/06/2013	V	No	No
7	VENTOLIN CFC-FREE INHALER	100mcg/dose	2 puffs	q.4.h.	p.r.n.	Inhale	No			2*200 ...	5	16/03/2013	V	No	No

Script date: 23/06/2021 ☐ Not taking any medications Red - Overdue Blue - Almost due

Website Feedback Help Medical Certificate

Wednesday, 23 June 2021 10:52:05 AM

10:52 a.m. 23/06/2021

SafeScript Warning

John Andrews – Please check SafeScript. Records for monitored medicines exist.

NSW GOVERNMENT

Close

Pin Login

Enter PIN


Andrew Hargreaves enter your quick access PIN to log in to SafeScript NSW

Enter your PIN

|

[Forgot My PIN](#)
[Sign in as different user?](#)

Patient Details




Q

Search

9 Welcome Alistair King

Dashboard / Patient Details



John Andrews

View Alert History

View Access History

Preferred Name

John Andrews

IHI

8003 6012 3456 7896

Date of Birth

17 June 1968 (53 years, 4 months)

Address

13 Belmore St, Ryde, NSW 2112

Gender

Male

Clear Filter

Drug Search

Q

Event Type

All Events

▼

Date Range

19/10/2021 - 16/11/2021

📅

Group By

None

▼

Alert	Date	Drug Details	Practitioner Details	Dispensed	Type
▶	19/10/2021	oxycodone hydrochloride 5 mg tablet, 20 - ENDONE 5 MG TABLET, 20 - 5mg - TABLETS - 20	Mr Kham Hai Lang Hollisworth Road, Marsden Park, NSW 2765 Prescriber Adrian Vasko Prescriber No. 5151523 Prescribe Date 19/10/2021	1 of 1	Dispensed
▶ ⚠	19/10/2021	Physeptone 10 mg tablet, 20 - METHADONE HYDROCHLORIDE 10 MG TABLET, 20 - 10mg - TABLETS - 20	Mr Kham Hai Lang Hollisworth Road, Marsden Park, NSW 2765 Prescriber Adrian Vasko Prescriber No. 5151523 Prescribe Date 19/10/2021	1 of 1	Dispensed
▶ ⚠	19/10/2021	oxazepam 30 mg tablet, 5 - SEREPAX 30 MG TABLET, 5 - 5	Mr Kham Hai Lang Hollisworth Road, Marsden Park, NSW 2765 Prescriber Adrian Vasko Prescriber No. 5151523 Prescribe Date 19/10/2021	1 of 1	Dispensed
▶	19/10/2021	oxycodone hydrochloride 5 mg tablet, 20 - ENDONE 5 MG TABLET, 20 - 5mg - TABLETS - 20 Twice daily after meals	Dr Adrian Vasko 43 PORT MACQUARIE Road, PORT MACQUARIE, NSW 2444	0 of 1	Prescribed
▶ ⚠	19/10/2021	Physeptone 10 mg tablet, 20 - METHADONE HYDROCHLORIDE 10 MG TABLET, 20 - 10mg - TABLETS - 20 Twice daily after meals	Dr Adrian Vasko 43 PORT MACQUARIE Road, PORT MACQUARIE, NSW 2444	0 of 1	Prescribed
▶	19/10/2021	oxazepam 30 mg tablet, 5 - SEREPAX 30 MG TABLET, 5 - 5 Twice daily after meals	Dr Adrian Vasko 43 PORT MACQUARIE Road, PORT MACQUARIE, NSW 2444	0 of 1	Prescribed



Note: for the purposes of demonstration mock-up data has been used for all patient and practitioner details.

SafeScript

NSW

Alert Details



Search

John Andrews

[View Alert History](#)

[View Access History](#)



Preferred Name John Andrews IHI 8003 6012 3456 7896
Date of Birth 17 June 1968 (53 years, 4 months) Address 13 Belmore St, Ryde, NSW 2112
Gender Male

Clear Filter

Drug Search



Event Type

All Events

Date Range

19/10/2021 - 16/11/2021

Group By

None

Alert	Date	Drug Details	Practitioner Details	Dispensed	Type
▶	19/10/2021	oxycodone hydrochloride 5 mg tablet, 20 - ENDONE 5 MG TABLET, 20 - 5mg - TABLETS - 20	Mr Kham Hai Lang Hollisworth Road, Marsden Park, NSW 2765 Prescriber Adrian Vasko Prescriber No. 5151523 Prescribe Date 19/10/2021	1 of 1	Dispensed
▶ ⚠	19/10/2021	Physeptone 10 mg tablet, 20 - METHADONE HYDROCHLORIDE 10 MG TABLET, 20 - 10mg - TABLETS - 20	Mr Kham Hai Lang Hollisworth Road, Marsden Park, NSW 2765 Prescriber Adrian Vasko Prescriber No. 5151523 Prescribe Date 19/10/2021	1 of 1	Dispensed
▶ ⚠	19/10/2021	oxazepam 30 mg tablet, 5 - SEREPAX 30 MG TABLET, 5 - 5	Mr Kham Hai Lang Hollisworth Road, Marsden Park, NSW 2765 Prescriber Adrian Vasko Prescriber No. 5151523 Prescribe Date 19/10/2021	1 of 1	Dispensed
▶	19/10/2021	oxycodone hydrochloride 5 mg tablet, 20 - ENDONE 5 MG TABLET, 20 - 5mg - TABLETS - 20 Twice daily after meals	Dr Adrian Vasko 43 PORT MACQUARIE Road, PORT MACQUARIE, NSW 2444	0 of 1	Prescribed
▼ ⚠	19/10/2021	Physeptone 10 mg tablet, 20 - METHADONE HYDROCHLORIDE 10 MG TABLET, 20 - 10mg - TABLETS - 20 Twice daily after meals	Dr Adrian Vasko 43 PORT MACQUARIE Road, PORT MACQUARIE, NSW 2444	0 of 1	Prescribed

Alert

- Prescriptions for both a benzodiazepine, zolpidem or zopiclone and methadone have been prescribed or dispensed for John Andrews in the last 30 days. This combination has a substantial risk of combined toxicity and harm. Reassess the clinical need for this combination and discuss the risks and the signs of opioid and benzodiazepine toxicity with the patient.

Medication Detail

Trade Name methadone hydrochloride 10 mg tablet, 20
Form TABLETS
Manufacturer
Generic Name Physeptone 10 mg tablet, 20
Strength 10mg
PBS Code
Supplies Issued 0

Uploaded By


Prescriber Name Dr Adrian Vasko
Practice PORT MACQUARIE Family Clinic
Address 43 PORT MACQUARIE Road, PORT MACQUARIE, NSW 2444
Email dentalttest01@gmail.com
Phone 1300100122
Fax 0958981208

Note: for the purposes of demonstration mock-up data has been used for all patient and practitioner details.



SafeScript
NSW

Alert History




Search

Welcome Alistair King

Dashboard / Patient Details

John Andrews



Preferred NameJohn Andrews

Date of Birth17 June 1968

GenderMale

Clear Filter

Drug Search

Alert	Date	Drug Details
	19/10/2021	oxycodone hydrochlorid
	19/10/2021	Physeptone 10 mg table
	19/10/2021	oxazepam 30 mg tablet,
	19/10/2021	oxycodone hydrochlorid Twice daily after meals
	19/10/2021	Physeptone 10 mg table Twice daily after meals
	19/10/2021	oxazepam 30 mg tablet, Twice daily after meals

View Alert History

View Access History

Alert History

Date	Description	Type	Risk Level
16/11/2021	Prescriptions for both a benzodiazepine, zolpidem or zopiclone and methadone have been prescribed or dispensed for John Andrews in the last 30 days. This combination has a substantial risk of combined toxicity and harm. Discuss the risks with the prescriber. Discuss the risks and the signs of opioid and benzodiazepine toxicity with the patient.	Concurrent Drug	High
16/11/2021	Prescriptions for both a benzodiazepine, zolpidem or zopiclone and methadone have been prescribed or dispensed for John Andrews in the last 30 days. This combination has a substantial risk of combined toxicity and harm. Discuss the risks with the prescriber. Discuss the risks and the signs of opioid and benzodiazepine toxicity with the patient.	Concurrent Drug	High
15/11/2021	Prescriptions for both a benzodiazepine, zolpidem or zopiclone and methadone have been prescribed or dispensed for John Andrews in the last 30 days. This combination has a substantial risk of combined toxicity and harm. Reassess the clinical need for this combination and discuss the risks and the signs of opioid and benzodiazepine toxicity with the patient.	Concurrent Drug	High

Ok

Note: for the purposes of demonstration mock-up data has been used for all patient and practitioner details.

Patient Details



John Andrews

View Alert History

View Access History

Preferred Name

John Andrews

IHI

8003 6012 3456 7896

Date of Birth

17 June 1968 (53 years, 4 months)

Address

13 Belmore St, Ryde, NSW 2112

Gender

Male

Clear Filter

Drug Search

Event Type

All Events

Date Range

19/10/2021 - 16/11/2021

Group By

None

Alert	Date	Drug Details	Practitioner Details	Dispensed	Type
	19/10/2021	oxycodone hydrochloride 5 mg tablet, 20 - ENDONE 5 MG TABLET, 20 - 5mg - TABLETS - 20	Mr Kham Hai Lang Hollisworth Road, Marsden Park, NSW 2765 Prescriber Adrian Vasko Prescriber No. 5151523 Prescribe Date 19/10/2021	1 of 1	Dispensed
	19/10/2021	Physeptone 10 mg tablet, 20 - METHADONE HYDROCHLORIDE 10 MG TABLET, 20 - 10mg - TABLETS - 20	Mr Kham Hai Lang Hollisworth Road, Marsden Park, NSW 2765 Prescriber Adrian Vasko Prescriber No. 5151523 Prescribe Date 19/10/2021	1 of 1	Dispensed
	19/10/2021	oxazepam 30 mg tablet, 5 - SEREPAX 30 MG TABLET, 5 - 5	Mr Kham Hai Lang Hollisworth Road, Marsden Park, NSW 2765 Prescriber Adrian Vasko Prescriber No. 5151523 Prescribe Date 19/10/2021	1 of 1	Dispensed
	19/10/2021	oxycodone hydrochloride 5 mg tablet, 20 - ENDONE 5 MG TABLET, 20 - 5mg - TABLETS - 20 Twice daily after meals	Dr Adrian Vasko 43 PORT MACQUARIE Road, PORT MACQUARIE, NSW 2444	0 of 1	Prescribed
	19/10/2021	Physeptone 10 mg tablet, 20 - METHADONE HYDROCHLORIDE 10 MG TABLET, 20 - 10mg - TABLETS - 20 Twice daily after meals	Dr Adrian Vasko 43 PORT MACQUARIE Road, PORT MACQUARIE, NSW 2444	0 of 1	Prescribed
	19/10/2021	oxazepam 30 mg tablet, 5 - SEREPAX 30 MG TABLET, 5 - 5 Twice daily after meals	Dr Adrian Vasko 43 PORT MACQUARIE Road, PORT MACQUARIE, NSW 2444	0 of 1	Prescribed

Note: for the purposes of demonstration mock-up data has been used for all patient and practitioner details.

Health Practitioner Access History

Dashboard / Patient Details

John Andrews

Preferred Name

John Andrews

Date of Birth

17 June 1968

Gender

Male

Clear Filter

Drug Search

Alert	Date	Drug Details
	19/10/2021	oxycodone hydrochlorid
	19/10/2021	Physeptone 10 mg table
	19/10/2021	oxazepam 30 mg tablet,
	19/10/2021	oxycodone hydrochlorid Twice daily after meals
	19/10/2021	Physeptone 10 mg table Twice daily after meals
	19/10/2021	oxazepam 30 mg tablet, Twice daily after meals

View Alert History

View Access History

Access History

Timestamp	Practitioner Name	Profession	Contact Number	Address
Nov 16, 2021, 02:49:01 PM	Assoc Prof Christopher John Griffiths AM	Dental Practitioner	1300122112	Westmead, NSW 2145
Nov 16, 2021, 02:46:04 PM	Anthony Roy Bradshaw	Medical Practitioner	1300700921	WAGGA WAGGA, NSW 2650
Nov 16, 2021, 02:45:45 PM	Ahmad Seraj Alam	Medical Practitioner		MOUNT GAMBIER, SA 5290
Nov 16, 2021, 02:44:47 PM	Assoc Prof Louis Roller	Pharmacist		FITZROY NORTH, VIC 3068
Nov 16, 2021, 10:22:48 AM	Dr Adrian Vasko	Medical Practitioner	1300100122	PORT MACQUARIE, NSW 2444
Nov 16, 2021, 09:17:23 AM	Dr Alistair David King	Dental Practitioner		Erina, NSW 2250

Ok

SafeScript NSW demonstration

2. Access by patient search


Dashboard

Patient Search

▼ Name

Enter first name

Enter surname

Enter date of birth

> IHI

Search

Notifications

Please enter the pharmacy approval number to view recent patient notifications

Enter pharmacy approval number

Search

Recently Viewed

Patient Search Results

Patient Search

▼ Name


Enter first name

nicky

Enter surname

moore

Enter date of birth



> IHI

Search

Notifications

Please enter the pharmacy approval number to view recent patient notifications

Enter pharmacy approval number

Search

Recently Viewed

Patient Search Results

Patient Search

▼ Name

Enter first name


nicky

Enter surname

moore

Enter date of birth

06 June 1977



> IHI

Search

Notifications

Please enter the pharmacy approval number to view recent patient notifications

Enter pharmacy approval number

Search

Recently Viewed

Patient Search Results

Patient Search

▼ Name

Enter first name
nicky

Enter surname
moore

Enter date of birth
06 June 1977

> IHI

Search

Patient Search Results


Clear Filter


Clear Search

First Name	Middle Name	Surname	Date of Birth	Sex	Address	Postcode
Nicky		Moore	06/06/1977	Male	57 Hostle St, Bell, NSW 2786	2786

Recently Viewed

Patient Details






Search

Welcome Jane Overland

Dashboard / Patient Search / Patient Details



Nicky Moore

View Alert History

View Access History

Preferred Name

Nicky Moore

IHI

8003 6089 3222 2285

Date of Birth

6 June 1977 (44 years, 5 months)

Address

57 Hostle St, Bell, NSW 2786

Gender

Male

Clear Filter

Drug Search

Event Type



All Events

Date Range

04/07/2021 - 08/11/2021

Group By

None

Alert	Date	Drug Details	Practitioner Details	Dispensed	Type
	03/08/2021	oxycodone hydrochloride 30 mg - OXYCONTIN - 30mg - CR-TABLET - 56	Mr Cheshire Cat 127 Metro Road, Fabulous Brooke, NSW 2055 Prescriber William Will Prescriber No. 9118826 Prescribe Date 02/08/2021	1 of 1	Dispensed
	25/07/2021	oxycodone hydrochloride 30 mg - OXYCONTIN - 30mg - CR-TABLET - 56	Ms Caroline Enright 127 Fabulous Road, Fabulous Brooke, NSW 2055 Prescriber William Will Prescriber No. 9118826 Prescribe Date 25/07/2021	1 of 1	Dispensed
	18/07/2021	oxycodone hydrochloride 30 mg - OXYCONTIN - 30mg - CR-TABLET - 56	Ms Haejung Nam 127 pharmacy Road, Blue Brooke, NSW 2025 Prescriber Sue Bi Prescriber No. 9118825 Prescribe Date 18/07/2021	1 of 1	Dispensed
	11/07/2021	oxycodone hydrochloride 30 mg - OXYCONTIN - 30mg - CR-TABLET - 56	Ms Annalease Cox 130 Ryde Road, Hazel Brooke, NSW 2779 Prescriber Clive Allcock Prescriber No. 9118823 Prescribe Date 11/07/2021	1 of 1	Dispensed
	04/07/2021	oxycodone hydrochloride 30 mg - OXYCONTIN - 30mg - CR-TABLET - 56	Mr Kham Hai Lang 130 Ryde Road, Hazel Brooke, NSW 2779 Prescriber Clive Allcock Prescriber No. 9118823 Prescribe Date 04/07/2021	1 of 1	Dispensed

Important to remember

- The alert from SafeScript NSW **does not** instruct you on what to do or whether a medicine should or should not be provided.
- This decision remains with you.
- SafeScript NSW will provide additional information and context to help inform this decision.
- You remain best placed to consult with the patient and determine whether these medicines remain the safest and best option based on the individual's health needs and circumstances.
- A number of clinician support tools and resources are being introduced to assist you.



SafeScript NSW in public hospitals

All NSW Health prescribers and pharmacists will be able to log into the SafeScript NSW system using their StaffLink ID and password to view a history of their patient's high-risk medicines prescribed or dispensed in the community.

However, NSW Health hospitals and outpatient clinic information systems will NOT be integrated with the SafeScript NSW system at this stage.

Therefore:

- Prescribing and dispensing information from public hospitals and clinics will not be included in the SafeScript NSW system.
- NSW Health prescribers and pharmacists will not receive a notification directly into the electronic Medical Record (eMR) to warn them of a high-risk scenario.



Privacy, security and legal

- Only prescribers and pharmacists involved in a patient's care are legally permitted to view their information in SafeScript NSW (*Poisons and Therapeutic Goods Regulation 2008*)
- Integration with the Australian Health Practitioner Regulation Agency ensures only eligible health practitioners can access
- Penalties apply for unauthorised use
- Patient consent is not required
- Consumers are able to request a copy of information held about them in SafeScript NSW from NSW Health
- Data transmitted between prescribing and dispensing systems and the SafeScript NSW database is encrypted
- The security of the system is routinely tested to ensure data remains protected



Implementation Support for Clinicians



Education and Training

- CPD accredited eLearning modules covering:
 1. How and when to use SafeScript NSW
 2. Information about monitored medicines and clinical practice
 3. Communication and care for patients using monitored medicines
- Primary Health Network facilitated education sessions such as this one for Prescribers and Pharmacists
- Royal Australian College of General Practitioners (RACGP) and Pharmaceutical Society of Australia (PSA) Webinars (see websites for links to recordings)
- Help pages available on the SafeScript NSW Web Help



Enhanced HealthPathways

- The Hunter New England and Central Coast Primary Health Network (HNECC PHN) developed core HealthPathways for SafeScript NSW that contains key information about the system and how to use it.
- HNECC PHN also developed clinical pathways for GPs and Pharmacists which provide additional support and guidance to manage the patient as a result of an amber or red alert.
- Nepean Blue Mountains PHN have been able to adopt this core content into their own HealthPathways with some additional information included to reflect local services.
- The intent is to promote GP led care wherever practical, supported by appropriate allied health and other specialist services as required.

HealthPathways login



NBM HealthPathways URL: <https://nbm.communityhealthpathways.org/>

General SafeScript NSW information: <https://nbm.communityhealthpathways.org/605435.htm>

For GPs: <https://nbm.communityhealthpathways.org/921893.htm>

For Pharmacists: <https://nbm.communityhealthpathways.org/945976.htm>

	Username	Password
Blue Mountains	hpbluemount	hpbmpassword
Hawkesbury	hphawkesbury	hphpassword
Lithgow	hplithgow	hplpassword
Penrith	hppenrith	hpppassword

Use the access details for the LGA you are based in.

Access available for all NSW and Australian HealthPathways sites on request.



Nepean Blue Mountains

Community Pharmacy

Drug Updates

Medicines Information Requests

Drugs of Abuse

Medication Management

Pink Book - Aid for Clinicians About

Medicine Use and Dosage

Poisoning and Drug Overdose

SafeScript NSW

SafeScript NSW – Clinical Support
for General Practitioners

SafeScript NSW – Clinical Support
for Pharmacists

SafeScript NSW Clinical Advice Line – 1800 434 155

A dedicated telephone clinical advice line has been established to support primary care providers. The service:

- provides direct support to practitioners (prescribers and pharmacists) when responding to needs of patients who may be at risk of harm
- facilitates access to clinical advice for addiction medicine, pain management and mental health
- supports safe de-escalation of high doses of benzodiazepines and opioids
- promotes a transition to safer prescribing practices
- encourages inter-disciplinary management and patient focused pain self-management skills training where appropriate
- guides appropriate management and referral to other clinical services where required.



Case Studies



Inherited patient – Janet

44 year old woman, patient of a retired colleague in your practice

‘Dr Smyth has prescribed oxycontin for me for years.....’

You see in the notes she has been prescribed Oxycontin 40mg twice a day for the last 6 months, initially commenced at a lower dose in Emergency Department after extensive superficial abdominal burns 3 years ago and attends the same doctor and pharmacy regularly for prescriptions

- No other prescribed medications
- Prior history of post natal depression
- Non drinker, non smoker, no other health issues

SafeScript NSW Notification

- **Red Alert** - High dose > OMED* 100mg

As a prescriber - how would you proceed?

As a pharmacist, you will also receive the red notification - how would you proceed?

As a specialist in addiction medicine - how would you proceed?

As a patient - how do you think Janet would be feeling about her situation?

New patient – Murray

49 year old man, new to your surgery, arrives late on Friday afternoon as walk in

'I know you're busy Doc, I won't take much of your time, I just need a repeat script.....

Asks for Oxycontin prescription 60mg twice daily

You check SafeScript NSW and see the following in Murray's history:

- Fentanyl 25mcg patch
- Diazepam 5mg TDS 3 times daily
- Oxazepam 30mg QID 4 times daily
- Pregabalin 150mg BD 2 times daily

SafeScript NSW Alert

- **Red Alert** - Concurrent prescribing of high risk medications
- **Red Alert** - >4 prescribers at >4 practices in 90 days

As a prescriber - how would you proceed?

As a pharmacist, you will also receive the red notification - how would you proceed?

As a specialist in addiction medicine - how would you proceed?

As a patient - how do you think Murray would be feeling about his situation?

How to respond

Start the conversation

- Risks of harm, best outcomes, setting boundaries

Seek advice

- Call the SafeScript NSW Clinical Advice Line for advice: **1800 434 155**
- HealthPathways
- 2nd opinion from a GP colleague

Manage, reduce risk and improve outcomes

- Provide information for your patient
- A long term collaborative commitment by GP, patient and pharmacist (and other services)
- One prescriber, one pharmacy, frequent reviews, check SafeScript NSW routinely
- Staged supply, supervised pharmacy dosing, UDS, take home naloxone, safer injecting, MSIC
- Set goals e.g. functional measures (BPI), tapering plan, OAT, self management/non medication options
- Practice wide approach

Look at other options

- Involve family/friends/community, non medical prescribing
- Refer patient for a specialist opinion/collaborative management e.g. allied health, pain and/or addiction services

Your patient – Abdul

'Hi Doc, just need my Targin.....'

60 year old man, well known to you, prescribed Targin 15/7.5mg BD for severe OA both knees and hips. Past history of recurrent lower back pain, chronic insomnia

You access SafeScript NSW and see the following in Abdul's history:

- Endone 5mg PRN for breakthrough (60 tablets a month)
- Panadeine Forte PRN (150 tablets a month)
- Diazepam 5mg nocte (50 tablets a month)
- Pregabalin 75mg BD (56 capsules a month)
- Targin 15 / 7.5mg BD (56 tablets a month)

SafeScript NSW Notification

- **Red Alert** - >4 prescribers at >4 practices in 90 days
- **Amber Alert** - >4 pharmacies in 90 days

Oral Morphine Equivalence: 80mg

As a prescriber – how would you proceed?

As a pharmacist, you will also receive the red notification – how would you proceed?

As a specialist in addiction medicine - how would you proceed?

As a patient - how do you think Abdul would be feeling about his situation?

Patient factors

There may be

- Lack of awareness of effects of medication, pain management, dangers and dependence
- Awareness of situation but “trapped”
- Existing Substance Use Disorder

Remember

- Substance use disorder is a medical condition and drug seeking behaviours are a symptom
<https://www.nps.org.au/australian-prescriber/articles/dealing-with-drug-seeking-behaviour>

Things to consider

- Help the patient recognise the issue
- Work with the patient to set goals for recovery
- Help the patient seek appropriate treatment
- Consider evidence-based non-pharmacological options and evidence-based pharmacological options for substance use disorders if diagnosed
- Consider use of other, lower-risk medicines

Communicating with patients using monitored medicines

- Always use respectful and non-stigmatising language
- See Pain Australia's Chronic Pain Language Guidelines or <https://nada.org.au/resources/language-matters/>
- [RACGP - How stigmatising language affects people in Australia who use Tobacco, Alcohol and Other Drugs](#)

Motivational Interviewing (RULE and OARS)

- **R**esist the righting reflex
- **U**nderstand the patient's motivations and own reasons to change
- **L**isten with empathy
- **E**mpower your patient

- **O**pen-ended questions
- **A**ffirmations
- **R**eflections
- **S**ummarise

References

American Psychiatric Association. Diagnostic and Statistical Manual of Mental Disorders (DSM-5-TR).

Australian Institute of Health and Welfare. Alcohol, tobacco & other drugs in Australia (AIHW 2021).

Network of Alcohol and other Drugs Agencies (NADA). Language Matters.

NSW Health. Dispensing prescriptions for psychostimulants

NSW Health. Prescribing a Schedule 8 opioid or benzodiazepine

NSW Health. Restrictions on unregistered Schedule 8 medicines including compounded medicines

NSW Ministry of Health. Opioid Use and Related Harms in NSW Surveillance Report to December 2019

Pain Australia. Chronic Pain Language Guidelines.

Q&A



Further Information

Contact the SafeScript NSW Program Team at the email address below:

safescript@health.nsw.gov.au

SafeScript NSW website: **www.safescript.health.nsw.gov.au**

Webinar related queries:

Michael Blancia - Nepean Blue Mountains PHN

Digital Health Program Officer

E: michael.blancia@nbmphn.com.au



Evaluation and questions



<https://forms.office.com/r/zTp3BwcJT0>

The background is a solid blue color. In the top-left and bottom-right corners, there are abstract graphic elements consisting of overlapping circles and arcs in shades of green and purple. The text "Thank you!" is centered in the middle of the image in a white, sans-serif font.

Thank you!