HEALTH PRACTITIONER USER MANUAL

V1.0

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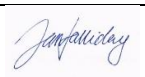
Reviewed & accepted by:	RTPM Project Director and Acting Chief Pharmacist		.....06...../...03...../.24.....

Document Acceptance and Release Notice

This document is Version 1.0 of the TasScript Health Practitioner User Manual.

The TasScript Health Practitioner User Manual is a managed document. For identification of amendments, each update contains a version number and a page number. Changes will only be issued as a complete replacement document. Recipients should remove superseded versions from circulation or publication.

This document is only authorised for release once all signatures have been obtained.

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1 Purpose

The purpose of this document is to provide Tasmanian prescribers and pharmacists clarity on functionality and workflows when registering for use & accessing the TasScript Health Practitioner Portal.

This document is not intended to be used as a training guide.

A 'Key Processes' section has been included for ease of going directly to the section required.

2 Key Processes

The below links have been provided for users as an easy way to link to most common process and/or procedures within this manual.

2.1. SSR1.0 Register for TasScript – Email Invitation & Self-Service Registration Portal
2.2. HP1.0 Create new application for Authority to prescribe in TasScript Health Practitioner Portal – from 'Authorities'
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3 TasScript Health Practitioner Portal

The TasScript Health Practitioner Portal is utilised by prescribers and pharmacists to manage their TasScript user accounts, view a patient's monitored drug history, any alerts and/or authorities.

Depending on whether the user is a prescriber or pharmacist, will determine what information is viewable within the Health Practitioner Portal. These are listed below.

User Role	Access Privileges
Prescriber	Register to use the TasScript Health Practitioner Portal Manage own user profile Search patients View support material View patient profile View patient dispensing and prescribing transaction history View alerts View transactions that triggered the alerts View patient profile access history View authorities relevant to a specific patient profile View real-time notifications View own authorities View own correspondence Submit authority applications
Pharmacist	Register to use the TasScript Health Practitioner Portal Manage own user profile Search patients View support material View patient profile View patient dispensing and prescribing transaction history View alerts View transactions that triggered the alerts View patient profile access history View authorities relevant to a specific patient profile View real-time notifications

3.1. Registering to use TasScript via the Self-service Registration Portal

To be eligible to register to use TasScript, Health Practitioners must be a registered AHPRA practitioner who meets the Tasmanian profession eligibility criteria (see table 1.0) and whose primary place of practice is either

a) Tasmania; or

b) not Tasmania and may be practicing anywhere in Australia while treating a patient residing in Tasmania

Profession_Name	Status	Registration_Type	Sub_Type	Division	Endorsement	Can register
Medical Practitioner	Registered	General	NULL	NULL	NULL	TRUE
Medical Practitioner	Registered	Specialist	NULL	NULL	NULL	TRUE
Medical Practitioner	Registered	Provisional	NULL	NULL	NULL	TRUE
Medical Practitioner	Registered	Limited	Area of need	NULL	NULL	TRUE
Medical Practitioner	Registered	Limited	Postgraduate training or supervised practice	NULL	NULL	TRUE
Pharmacist	Registered	General	NULL	NULL	NULL	TRUE
Pharmacist	Registered	Provisional	NULL	NULL	NULL	TRUE
Dental Practitioner	Registered	General	NULL	Dentist	NULL	TRUE
Dental Practitioner	Registered	Specialist	NULL	Dentist	NULL	TRUE
Dental Practitioner	Registered	Limited	Postgraduate training or supervised practice	Dentist	NULL	TRUE
Dental Practitioner	Registered	Limited	Teaching or research	Dentist	NULL	TRUE
Nurse	Registered	General	NULL	Registered Nurse (Di	Nurse Practitioner	TRUE
Midwife	Registered	General	NULL	NULL	Scheduled Medicines	TRUE
Podiatrist	Registered	General	NULL	NULL	Scheduled Medicines	TRUE
Podiatrist	Registered	Specialist	NULL	NULL	Scheduled Medicines	TRUE
Optometrist	Registered	General	NULL	NULL	Scheduled Medicines	TRUE

Table 1.0 Tasmanian profession eligibility criteria for TasScript

Those Tasmanian Health Practitioners that meet the eligibility criteria, will be sent an email invitation to register for TasScript via the TasScript Landing Page. This email will be sent to the email that is connected to their AHPRA registration details.

During the registration process, eligible health practitioners will receive two other important emails. These are:

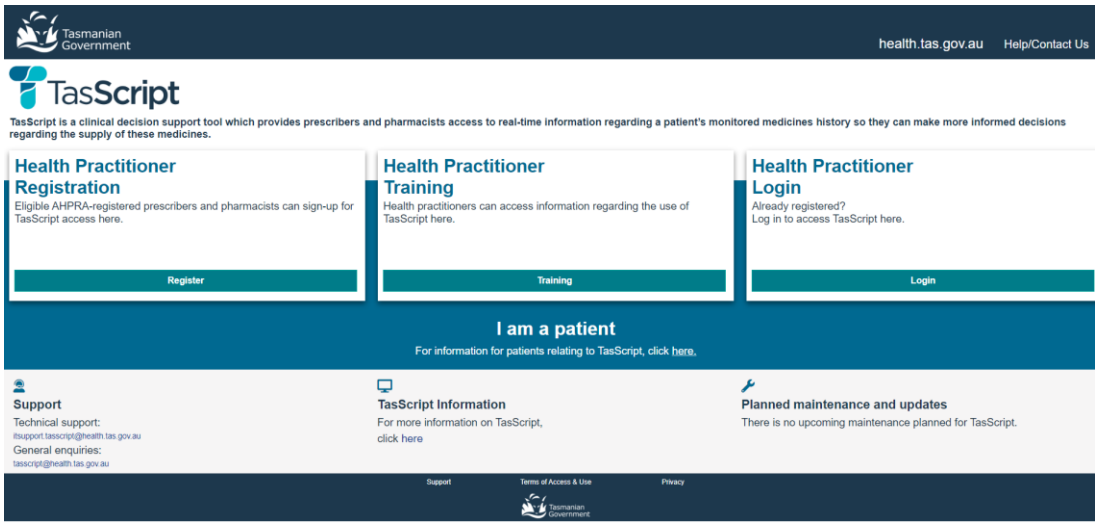
- A verification code, that is required to be verified as part of the registration process:

- A 'thank you for registering' email, which has a link to login to TasScript:

For prescribers and pharmacists who wish to register but who do not receive automated invitation email due to not meeting the eligibility criteria at the time of TasScript launch, they can still register by going directly to the TasScript Landing Page and clicking on 'Register'. They will need to meet the eligibility criteria at the time of applying to be able to register.

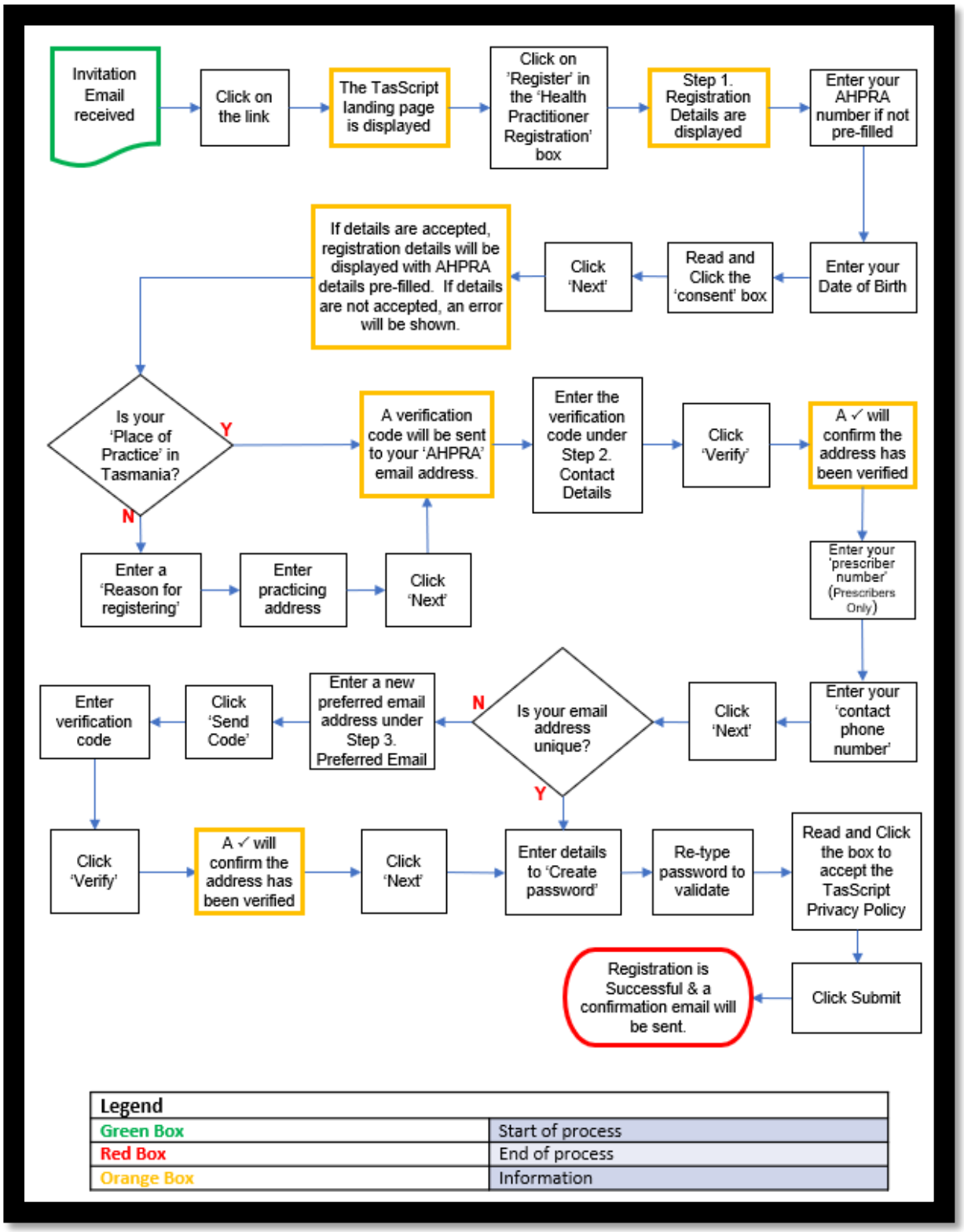
The link to the TasScript Landing Page is:

https://www.tasscript.health.tas.gov.au



NOTE: *To register, prescribers and pharmacists will need their AHPRA number as well as an email address that is not shared by other health practitioners or staff.*

3.1.1. Process – SSR1.0 Register for TasScript – Email Invitation



Purpose

This procedure is to be followed when health practitioners are registering to use TasScript for the first time. The expected outcome is that registration will be successful for health practitioners who are eligible.

Procedure notes

AHPRA number:
If users register via the TasScript invitation email, their AHPRA number is pre-filled.

Registration 'Place of Practice' in Tasmania:
If a health practitioners 'place of practice' does not show a Tasmanian address in AHPRA, they will need to provide a 'Reason for registering' when registering.

The 'Reason' selections are limited to:

- I currently practice in Tasmania but my primary place of practice with AHPRA is not up to date.
- I currently practice in Tasmania occasionally eg as a locum.
- I currently practice outside of Tasmania, but I am providing clinical care to a patient who resides in Tasmania eg virtual care such as telehealth.

Prescriber number:
This is required to be provided to register for TasScript if the user is a prescriber. If the user is a pharmacist, the field is not displayed during registration.

If a prescriber wishes to register, but they do not have a prescriber number, they will need to contact "Support".

Unique Email address:
TasScript requires all users to register with a unique email address.

If the email address recorded with AHPRA is an address that others may have access to, during the registration process it will ask the user to input in another email address that only that user has access to.

Password requirements:
A password must:

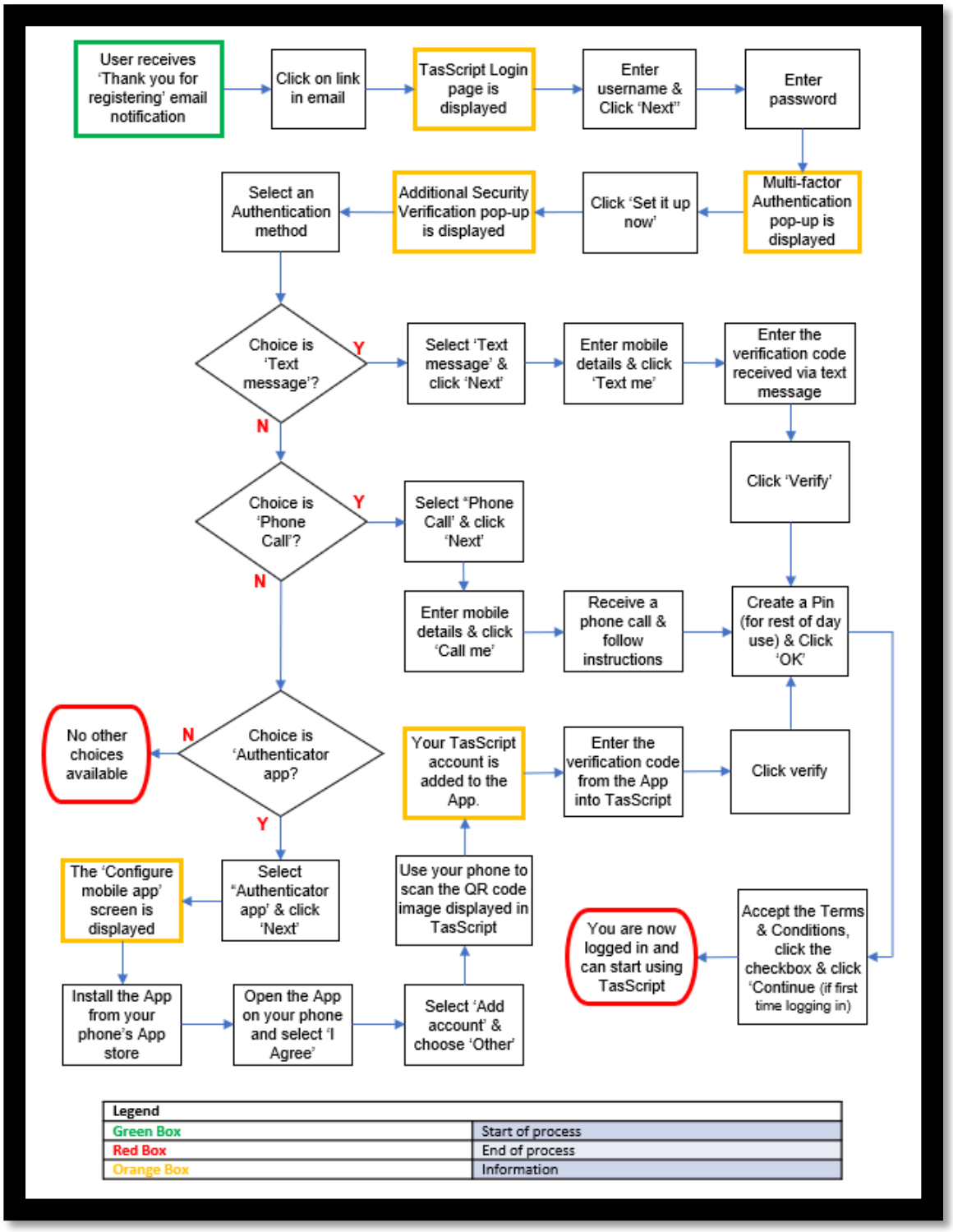
- Have a minimum of eight (8) characters
- Include at least one (1) upper case alphabetical character
- Include at least one (1) lower case alphabetical character
- Include at least one (1) numeric or special character

3.2. Manage User Access to TasScript

When health practitioners first login to TasScript, they will be prompted to set up Multi-factor Authentication (MFA). This set-up step is for the first login only.

Health practitioners can set up more than one method of MFA and change their preferred method of verification.

3.2.1. Process – HP3.1 First Time Login for Health Practitioner to TasScript



Purpose

This procedure is to be followed when health practitioners are logging in to use TasScript for the first time, to set up Multi-factor Authentication (MFA) for authenticating their daily logins to TasScript. Even though users sign in with a password, MFA is also required to verify users accounts and to provide necessary additional security for all data.

The expected outcome is that login will be successful, and at least one type of MFA will be set up for the user.

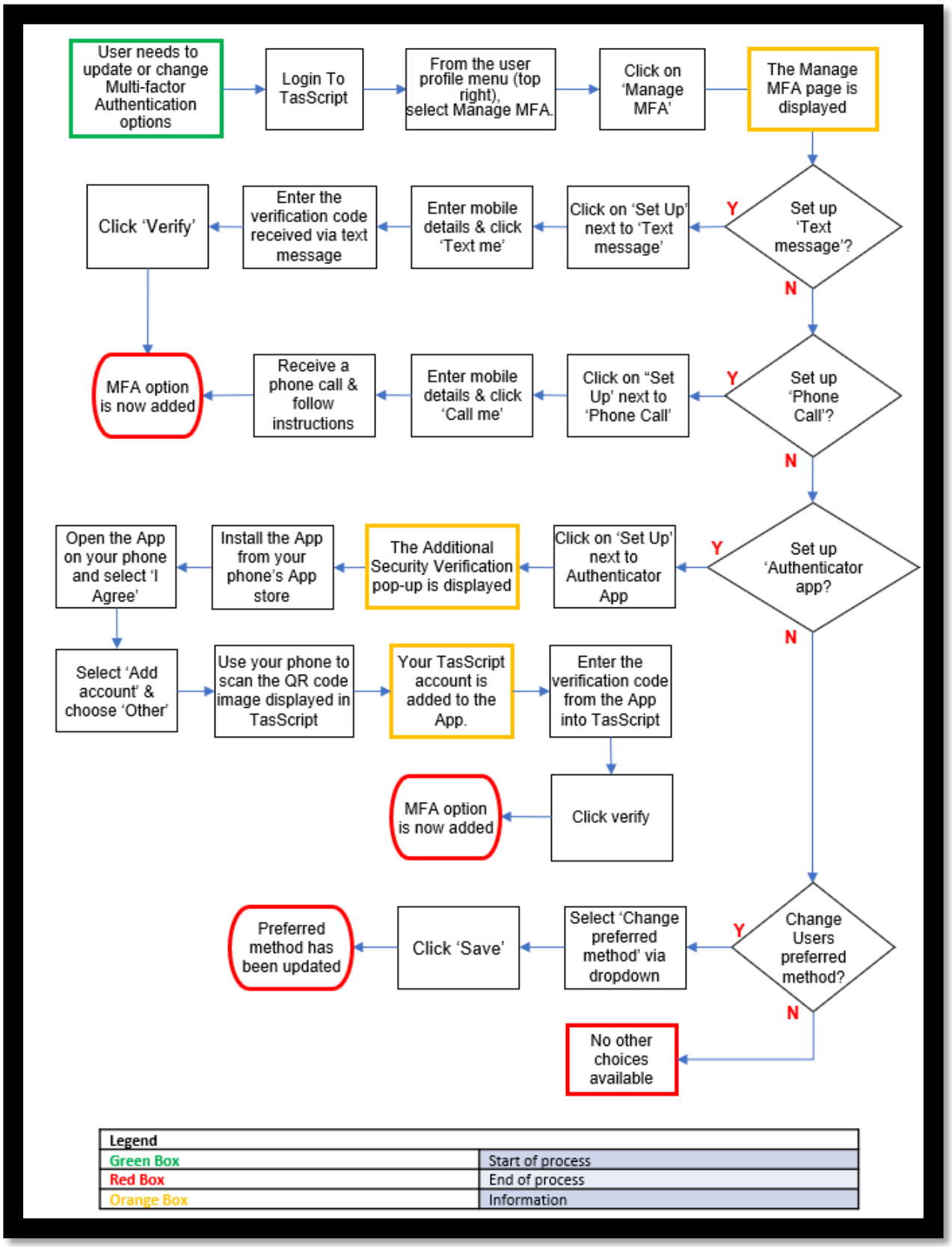
Procedure notes

Multi-factor Authentication:

The first time a health practitioner logs into TasScript they must set up a single authentication method. After this, they can add additional authentication methods.

Authentication method	You receive:	To verify yourself:
Mobile App (verification code)	A verification code in your authenticator app.	Enter the code in TasScript, then select **Verify**.
Text Message (SMS)	A code via SMS message.	Enter the code in TasScript, then select **Verify**.
Phone Call	An automated phone call.	Answer the phone call, then follow the instructions to enter the code in TasScript and then select **Verify**.

3.2.2. Process – HP3.2 Manage Multi-factor Authentication options



Purpose

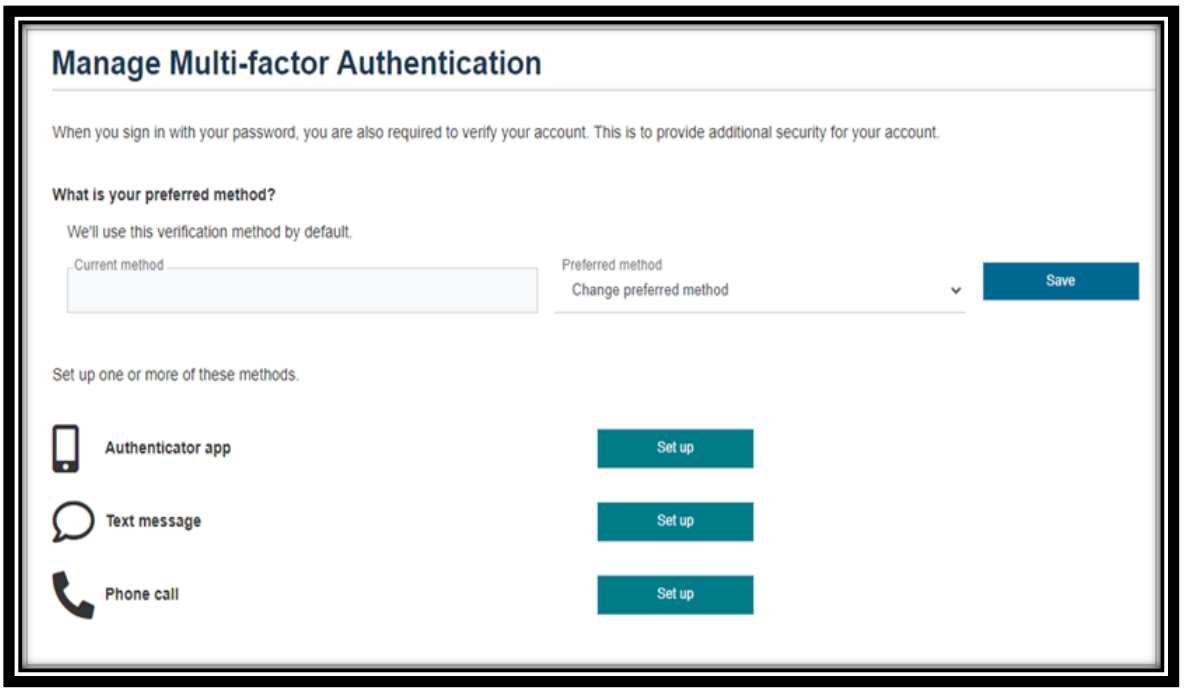
This procedure is to be followed when health practitioners who have already set up MFA when they first logged on to TasScript, now want to add extra authentication methods, or change their preferred method of authentication.

The expected outcome is that multiple methods of authentication will be set for the User.

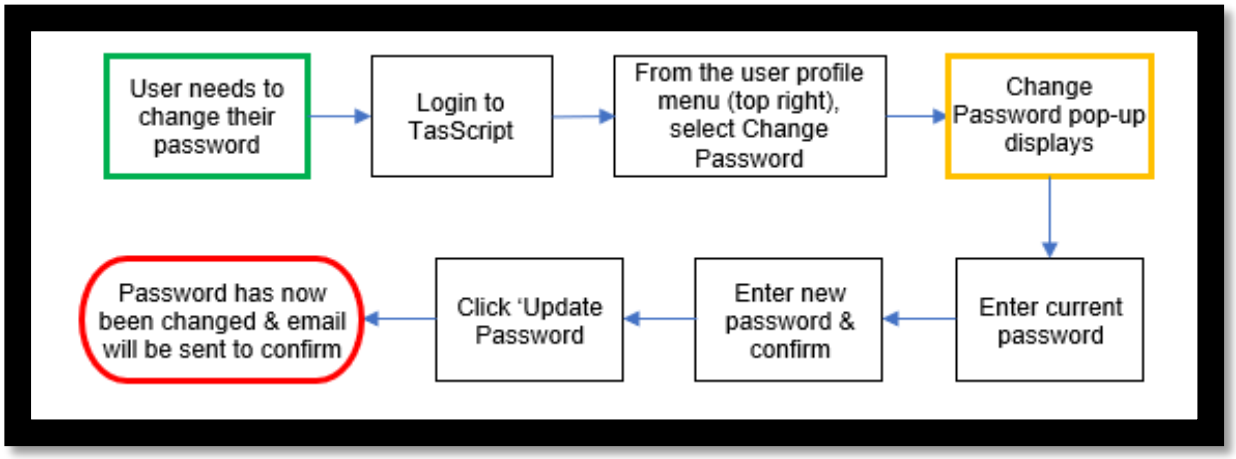
Procedure notes

Multi-factor Authentication Methods:

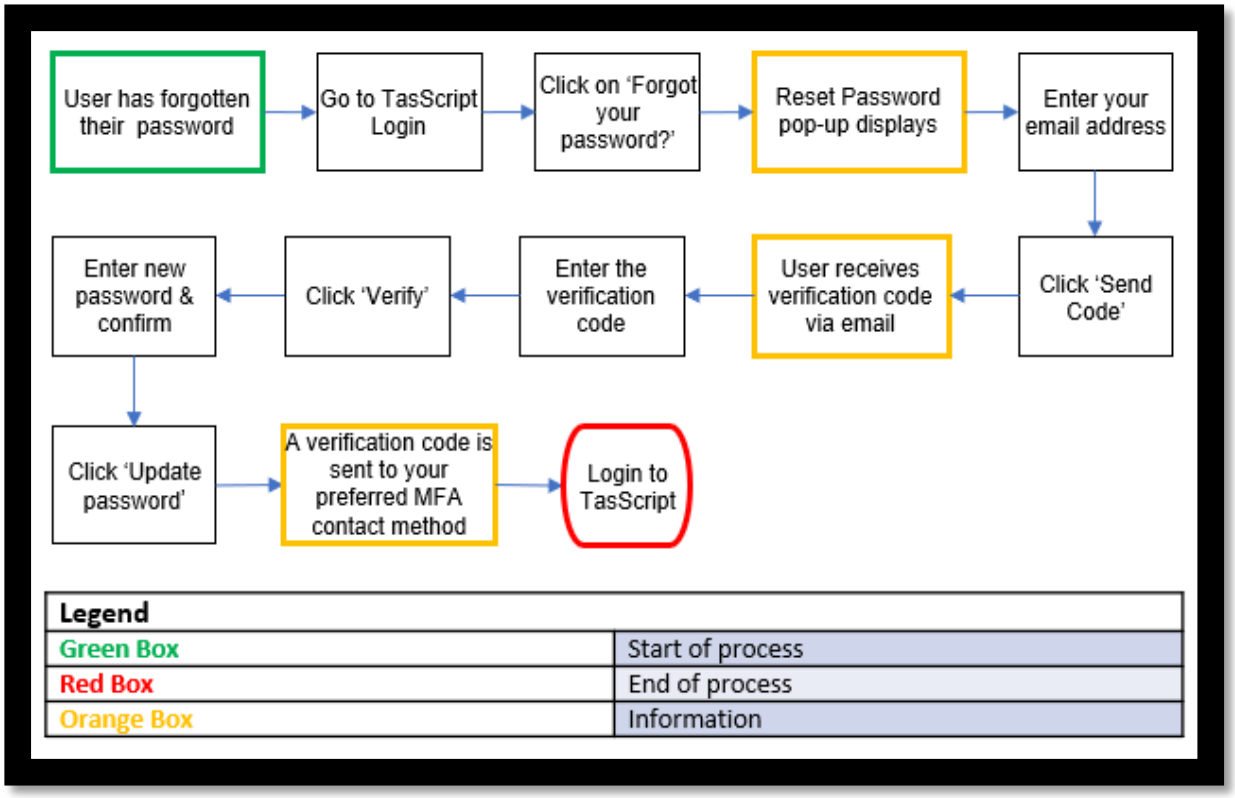
- Authenticator application
- Text Message (SMS)
- Phone Call (automated)



3.2.3. Process – HP3.3 Change Passwords



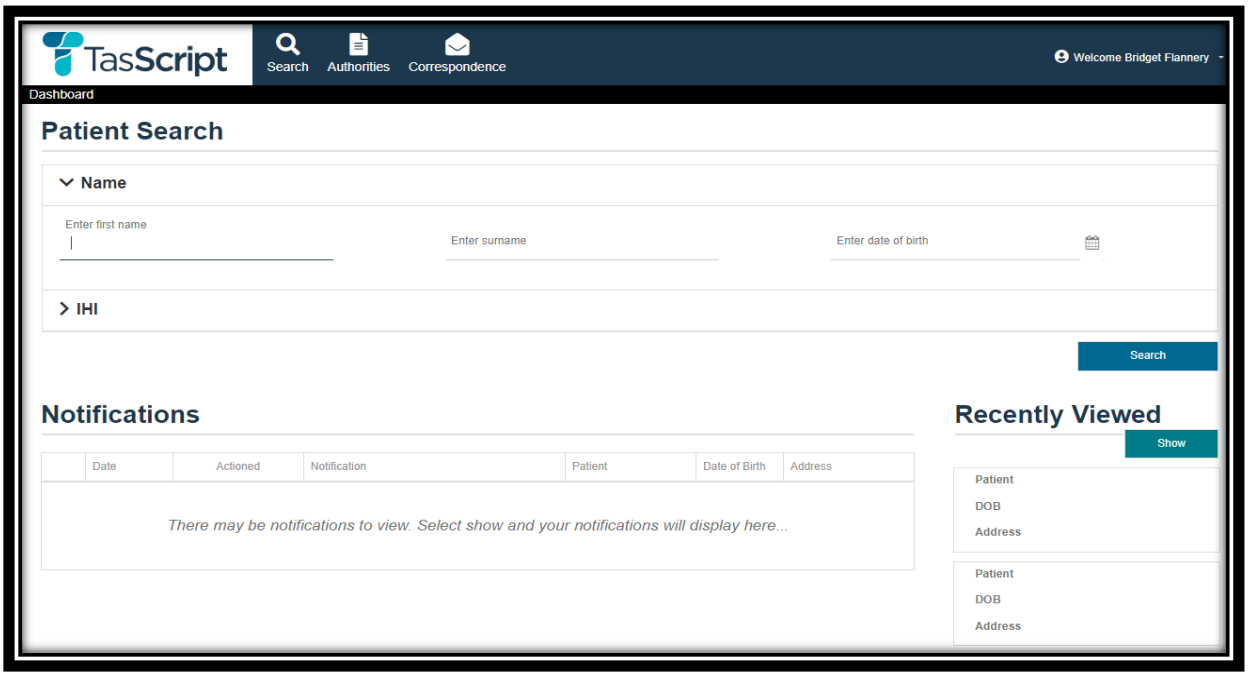
3.2.4. Process – HP3.4 Reset a Forgotten Password



Legend	
Green Box	Start of process
Red Box	End of process
Orange Box	Information

3.3. Dashboard

The Dashboard is the first screen shown to users when they log into the TasScript Health Practitioner Portal. It displays all recent notifications, recently viewed patients (once 'Show' is selected) and the ability to search for patient records.



3.4. Patients

3.4.1. Patient Search

Both prescribers and pharmacists can search for and view patient records in TasScript from the Dashboard.

Patient primary identity details cannot be modified by prescribers and pharmacists as these are determined by data provided by clinical practice systems. Requests for changes to patient details will need to be logged with TasScript Technical Support.

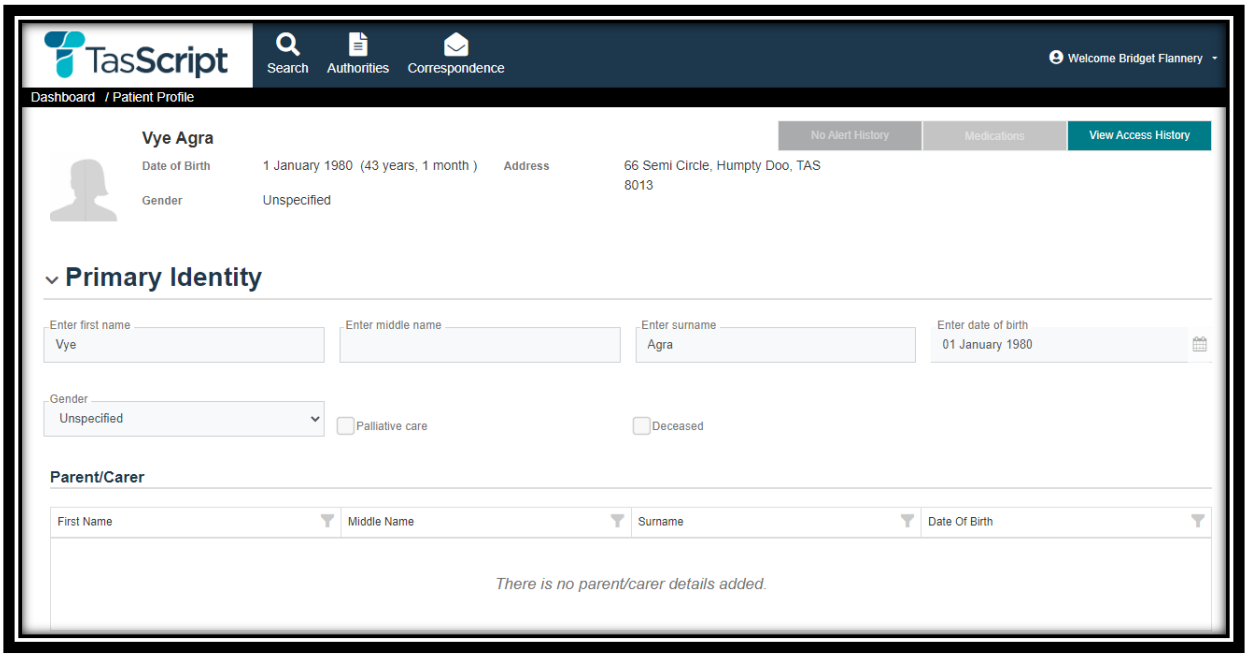
When undertaking a Patient Search and the user selects a patient from the Patient Search Results, the information available to the user will be displayed and any further action they can undertake will be determined on the information recorded in TasScript.

Where no patient record is found, a manual 'Authority to Prescribe' application can be sent to the Department of Health.

Regulatory Record

If the user selects a patient from the Patient Search Results and they are taken directly to the 'Patient Profile', this patient has a 'regulatory' record only. This means that the record has been created by the Regulator (the Department of Health), but there is no alert/notification history or transactional prescribe/dispense history. The record will have the 'No Alert History' and 'Medications' buttons greyed out.

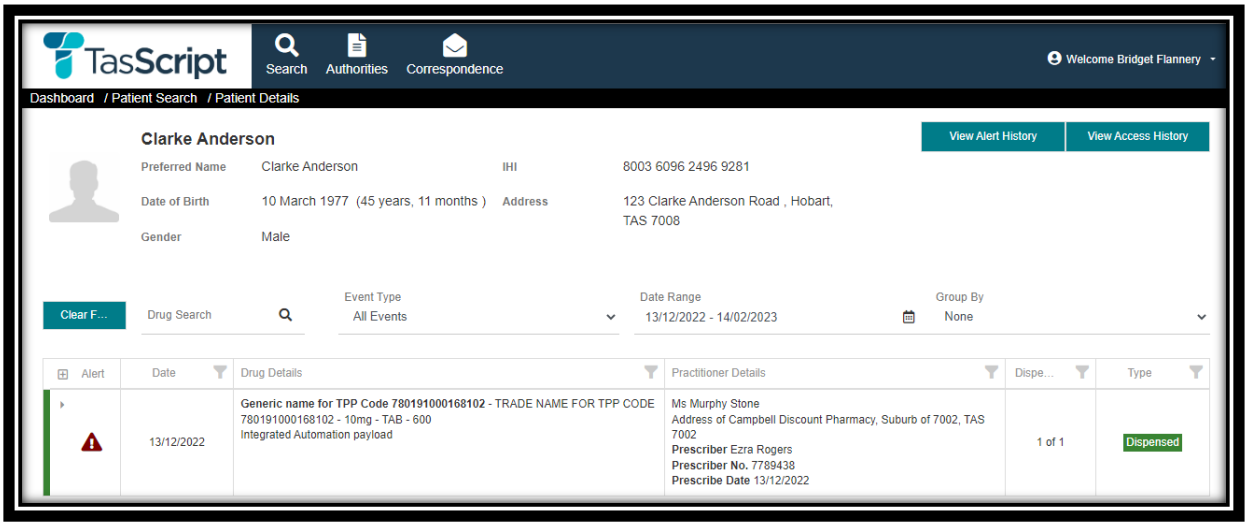
Prescribers can apply for an Authority for patients with a Regulatory record within TasScript.



Transactional Record

If the user selects a patient from the Patient Search Results and they are taken directly to the 'Patient Details' screen where the 'View Alert History' buttons are not greyed out and there is no 'Patient Profile' button, the patient has a 'transactional' record only. This means the record only shows dispensing & prescribing data (read-only transactional data).

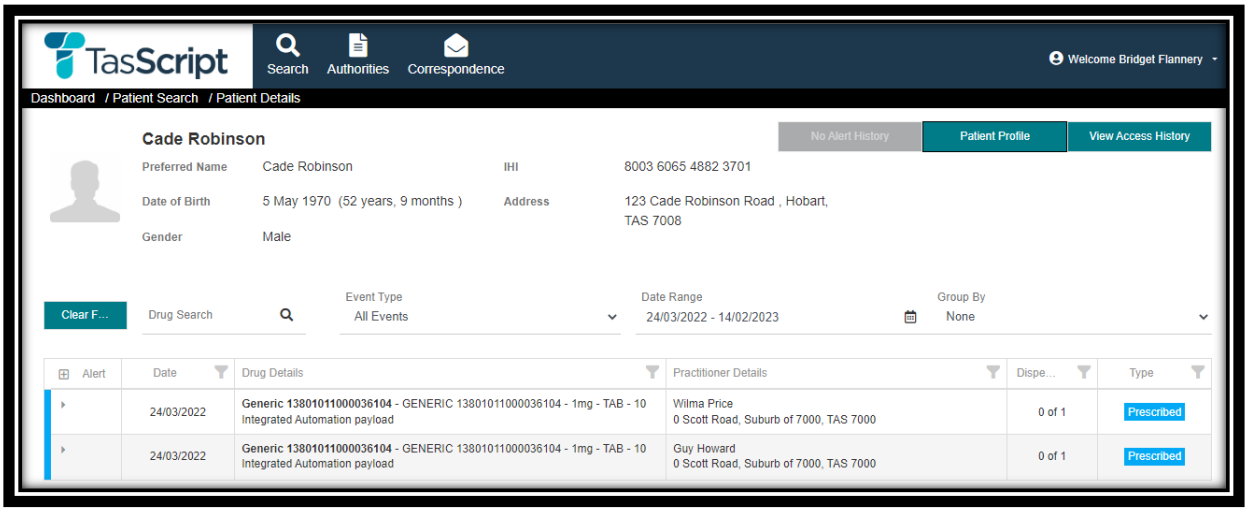
Prescribers cannot apply for an Authority for patients that only have a Transactional record and will need to contact The Department of Health to enable the creation of a Regulatory record for this patient.



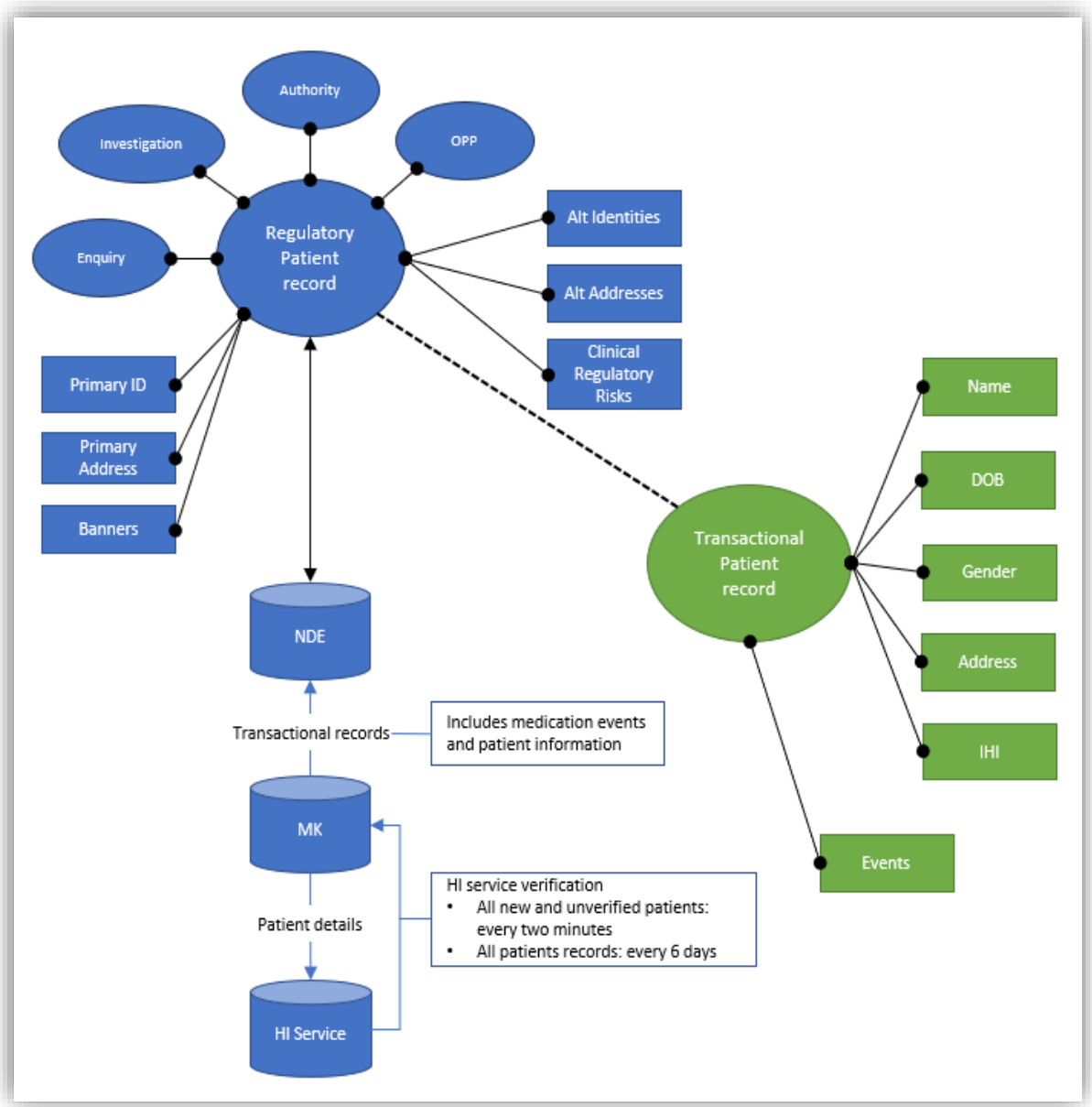
Linked Record

If the user selects a patient from the Patient Search Results and they are taken directly to the 'Patient Details', and the 'Patient Profile' button is shown, the patient has a 'linked' record. This is where the transactional record and the regulatory record have been linked.

Prescribers can apply for an Authority for patients with a Linked record within TasScript.

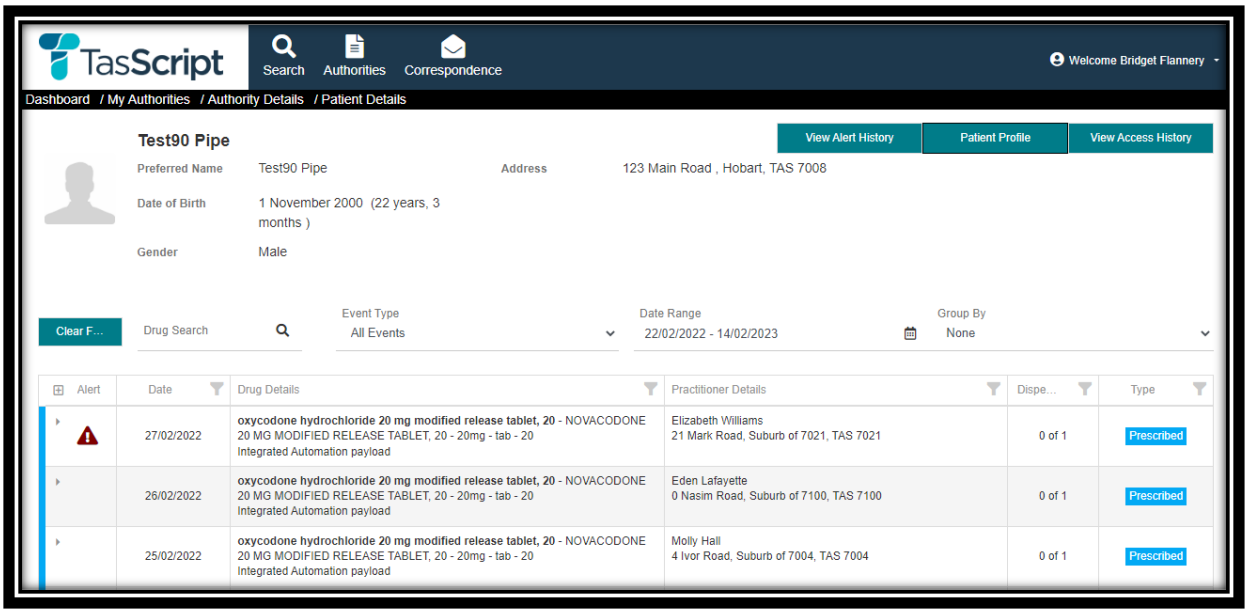


The below diagram shows how information about a patient relates to these profiles and this was designed by the Commonwealth's appointed vendor.



3.4.2. Patient Medication History

Prescribers and pharmacists can view the transactional medication history of a patient from the Patient Details screen. The medication history will show all medication events for the patient, including the date, medicine details, practitioner details, the number of repeats and the type of medication event (Prescribed or Dispensed).


TasScript
Search
Authorities
Correspondence
Welcome Bridget Flannery
Dashboard / My Authorities / Authority Details / Patient Details
Test90 Pipe
View Alert History
Patient Profile
View Access History
Preferred Name
Test90 Pipe
Address
123 Main Road , Hobart, TAS 7008
Date of Birth
1 November 2000 (22 years, 3 months)
Gender
Male
Clear F...
Drug Search
Event Type
All Events
Date Range
22/02/2022 - 14/02/2023
Group By
None
Alert
Date
Drug Details
Practitioner Details
Dispe...
Type
27/02/2022
oxycodone hydrochloride 20 mg modified release tablet, 20 - NOVACODONE 20 MG MODIFIED RELEASE TABLET, 20 - 20mg - tab - 20
Integrated Automation payload
Elizabeth Williams
21 Mark Road, Suburb of 7021, TAS 7021
0 of 1
Prescribed
26/02/2022
oxycodone hydrochloride 20 mg modified release tablet, 20 - NOVACODONE 20 MG MODIFIED RELEASE TABLET, 20 - 20mg - tab - 20
Integrated Automation payload
Eden Lafayette
0 Nasim Road, Suburb of 7100, TAS 7100
0 of 1
Prescribed
25/02/2022
oxycodone hydrochloride 20 mg modified release tablet, 20 - NOVACODONE 20 MG MODIFIED RELEASE TABLET, 20 - 20mg - tab - 20
Integrated Automation payload
Molly Hall
4 Ivor Road, Suburb of 7004, TAS 7004
0 of 1
Prescribed

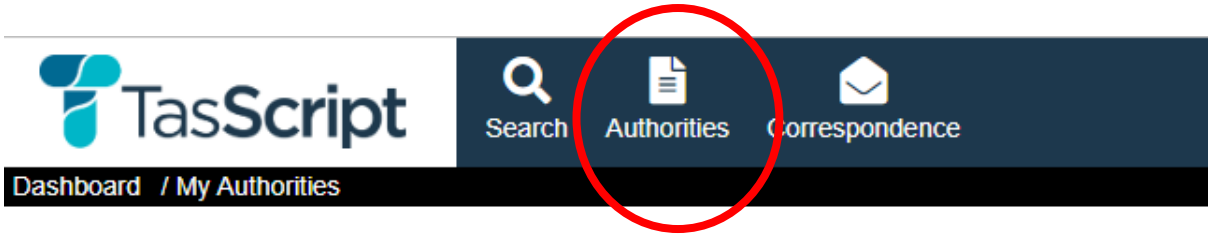
3.5. Authorities to Prescribe Schedule 8 medicines

TasScript has been designed to cater for three authority types:

- **Authority to prescribe** which includes all schedule 8 substances excluding opioids for the treatment of opioid dependency and medicinal cannabis.
- **Authority to prescribe – opioid use disorder**
- **Authority to prescribe – medicinal cannabis**

3.5.1. View Authorities

Prescribers can view all their own authorities by selecting 'Authorities' on the navigation menu:



3.5.2. Applications for Authorities

Prescribers will utilise TasScript to create and submit applications for authorities to prescribe Schedule 8 medicines for their patients under s59E of the Poisons Act 1971.

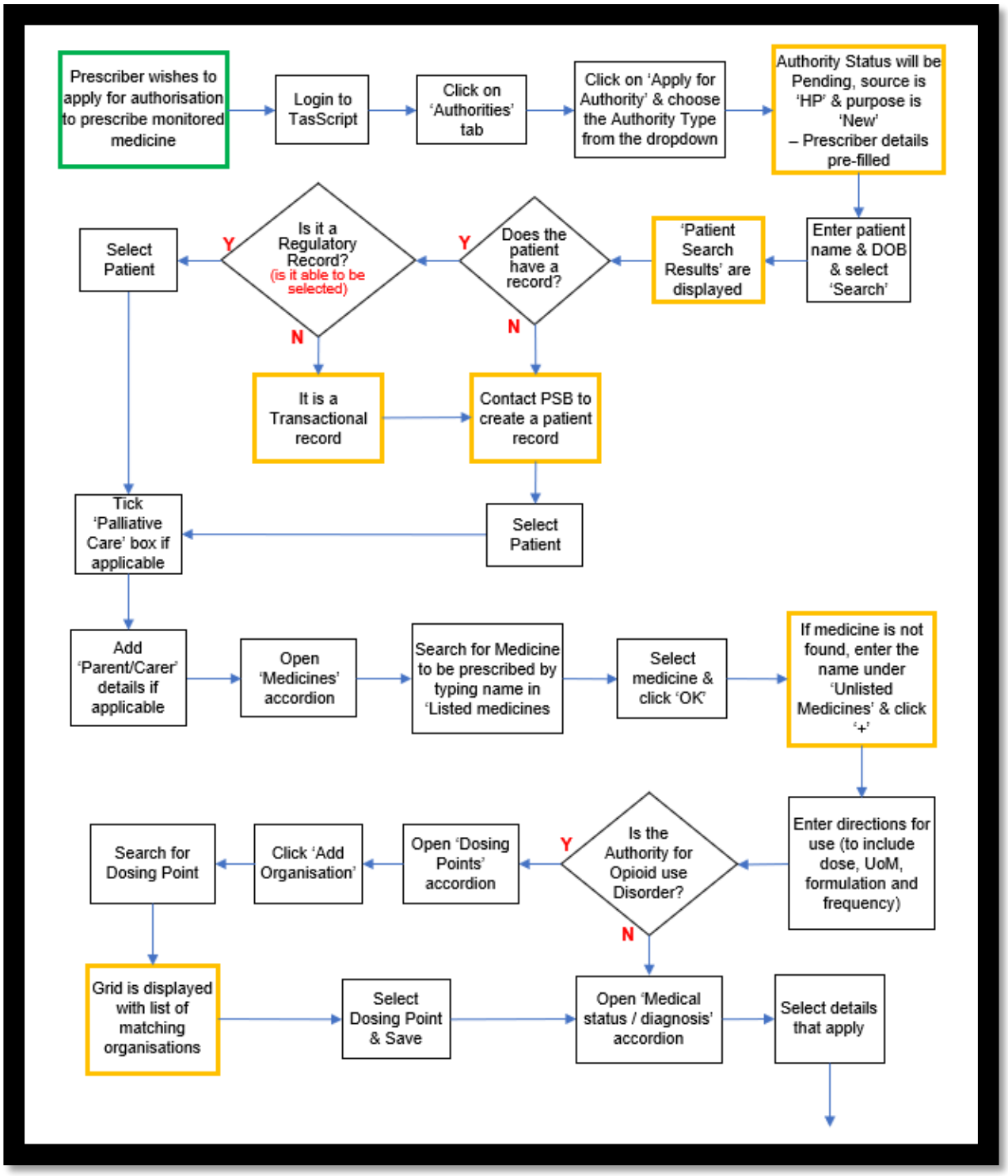
These will then be assessed, and a decision made by delegates (Regulators) of the Secretary at the Department of Health's Pharmaceutical Services Branch (PSB). The decision and related correspondence for an application will also be contained and available within TasScript.

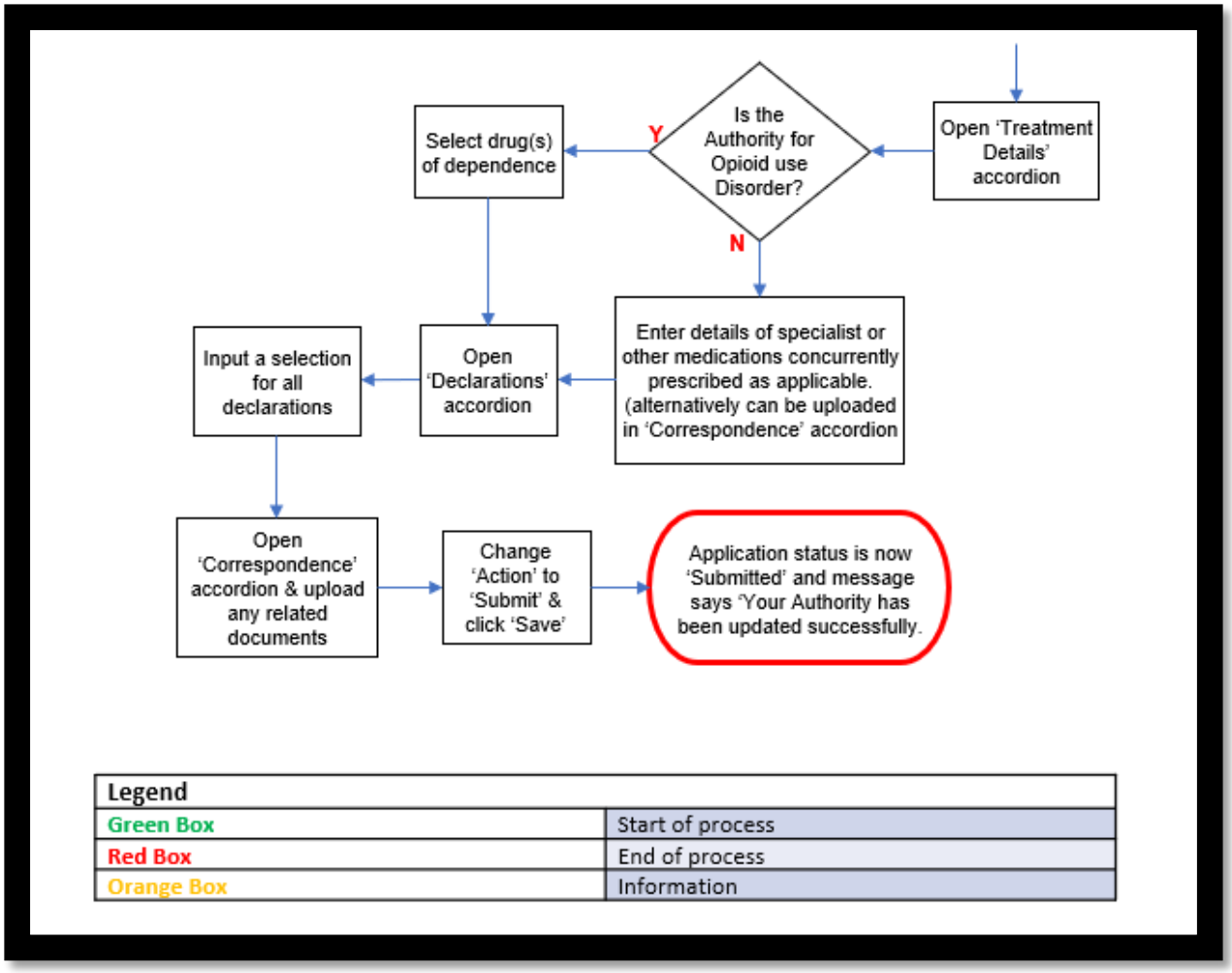
Prescribers should always check the Patient Profile prior to prescribing to verify if another prescriber already has any current authorities issued to them for the treatment of a patient.

The system workflow including the relevant user roles is set out in the following table:

HP Portal	**Authority Application**		**Authority Review & Decision**		
Workflow Step	1	2	3.1	3.2	4
User Role	Prescriber	Prescriber	Regulator	Regulator	Regulator
Action	Create	Submit	Commence review	Request additional information or Pending further advice (if required)	Complete review with decision
Status	Pending	Submitted	In Progress	Waiting for additional information or Pending further advice (if required)	Approved/Refused

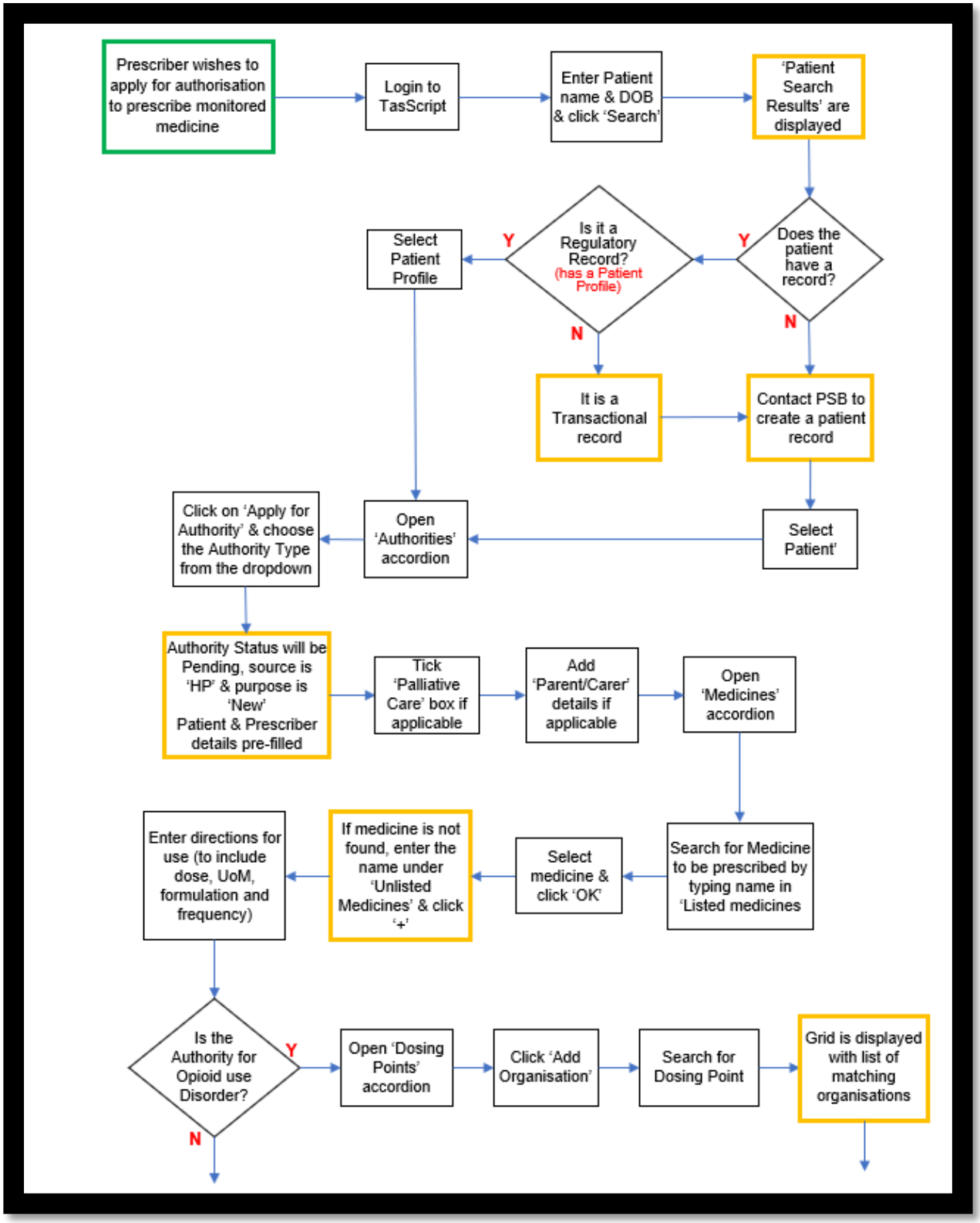
3.5.3. Process / Procedure – HP1.0 Create new application for Authority to prescribe in TasScript Health Practitioner Portal – from 'Authorities'

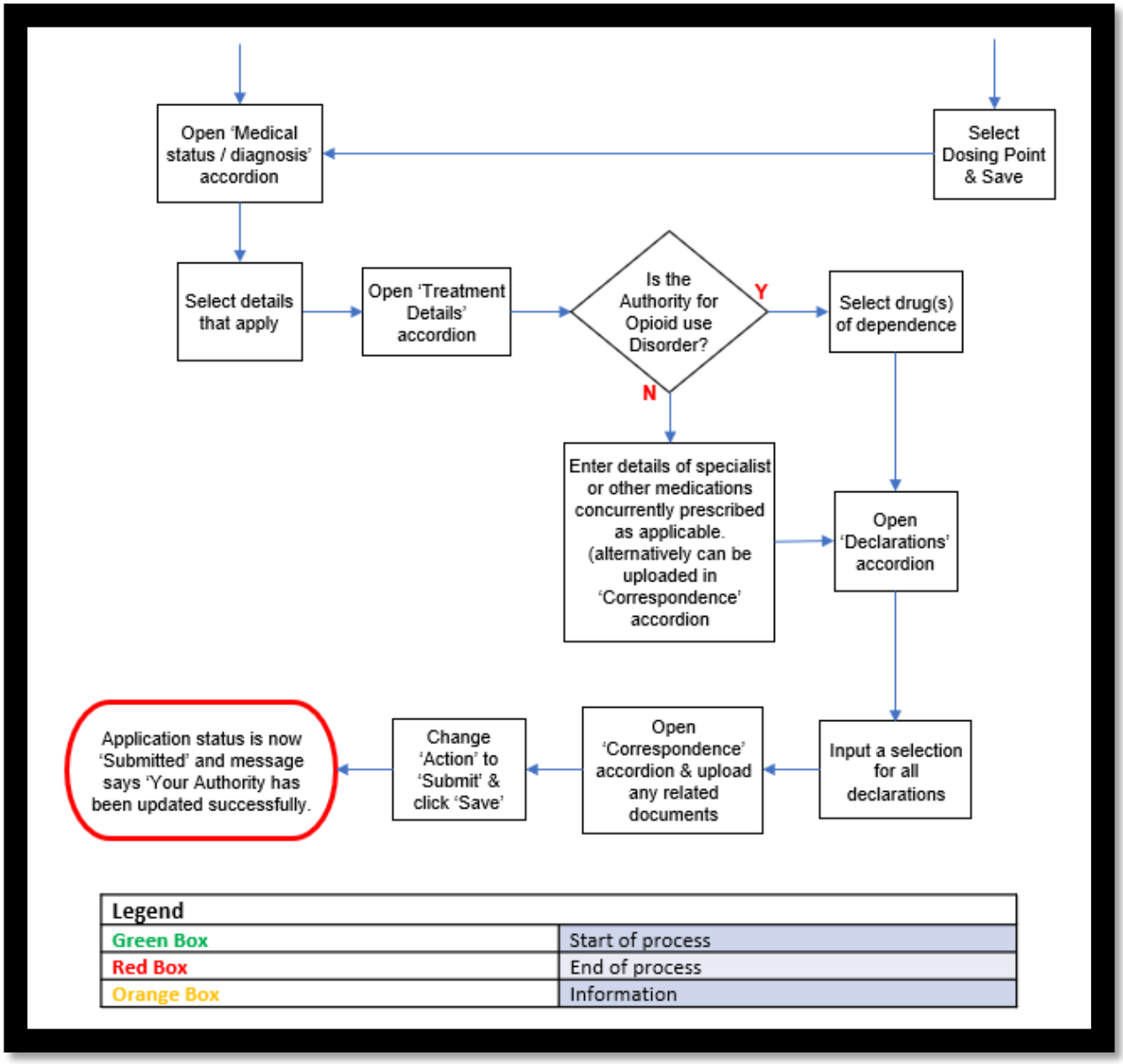




Legend	
Green Box	Start of process
Red Box	End of process
Orange Box	Information

3.5.4. Process / Procedure – HP1.1 Create new application for Authority to prescribe in TasScript Health Practitioner Portal – from 'Patient'





Purpose

These procedures are to be followed by a prescriber when an application for authority to prescribe schedule 8 substances under s59E of the Poisons Act 1971 is required.

Procedure notes

Authority types:

- Authority to prescribe
- Authority to prescribe - Opioid Use Disorder
- Authority to prescribe - Medicinal Cannabis

An Application for Authority can be saved as 'Pending' until the prescriber has all the information required to submit.

The Application must be 'submitted' before PSB as the regulator can assess and make a decision.

An application with the status of 'waiting for additional information' means that PSB have requested further information before the application can be assessed. The prescriber will need to provide this information and 'submit' before PSB can continue to assess the application.

An application can be cancelled by a prescriber if it has the status of 'Pending, Waiting for additional information or Submitted.

Patient Record Types:
Regulatory record – the patient has a Regulatory profile created by PSB
Transactional record – the patient only has a record created from transactional events (prescribing or dispensing).

Medicine details:
Prescribers can search for the monitored medicines to be prescribed under 'Listed Medicines'.

If the monitored medicine can't be found under 'Listed Medicines', then enter the medicine name using free text under 'Unlisted Medicines'.

Dosing Points:
All Authority to prescribe – Opioid use disorder applications, must have a dosing point selected.

Treatment Details:
Depending on which type of Authority is being created, different fields need to be updated for assessment of the application. These fields are not mandatory within TasScript:

Authority Type	Field to be updated
Authority to Prescribe Authority to Prescribe - medicinal cannabis	Name of specialist (upload report if available)
Authority to Prescribe Authority to Prescribe - medicinal cannabis	Other medications concurrently prescribed (upload medication list)
Authority to Prescribe – Opioid Use Disorder	Drug(s) of dependence – substance(s) misused

Correspondence details:
All supporting documentation is uploaded against the application:

- Supporting documentation includes Specialist reports, Urine Drug Screen results and any other supporting documentation provided by the prescriber.

Declarations:
Prescribers will provide details on the Application for authority to prescribe regarding:

- Declaration of Drug Dependency (illicit or Iatrogenic)
- Current intravenous drug use
- History of intravenous drug use
- Notification of drug seeking (History/Current) under s59B of the Poisons Act 1971

- Treatment of Opioid Use Disorder
- Acknowledgement

Medical Status / Diagnosis:

When selecting a medical diagnosis for a patient, prescribers need to open the level 1 accordion, but not select it. If level 1 is selected, this will select all of the level 2 options. Users need to only select the level 2 options that are applicable, and this will automatically highlight the level 1 option.

3.6. Providing additional information

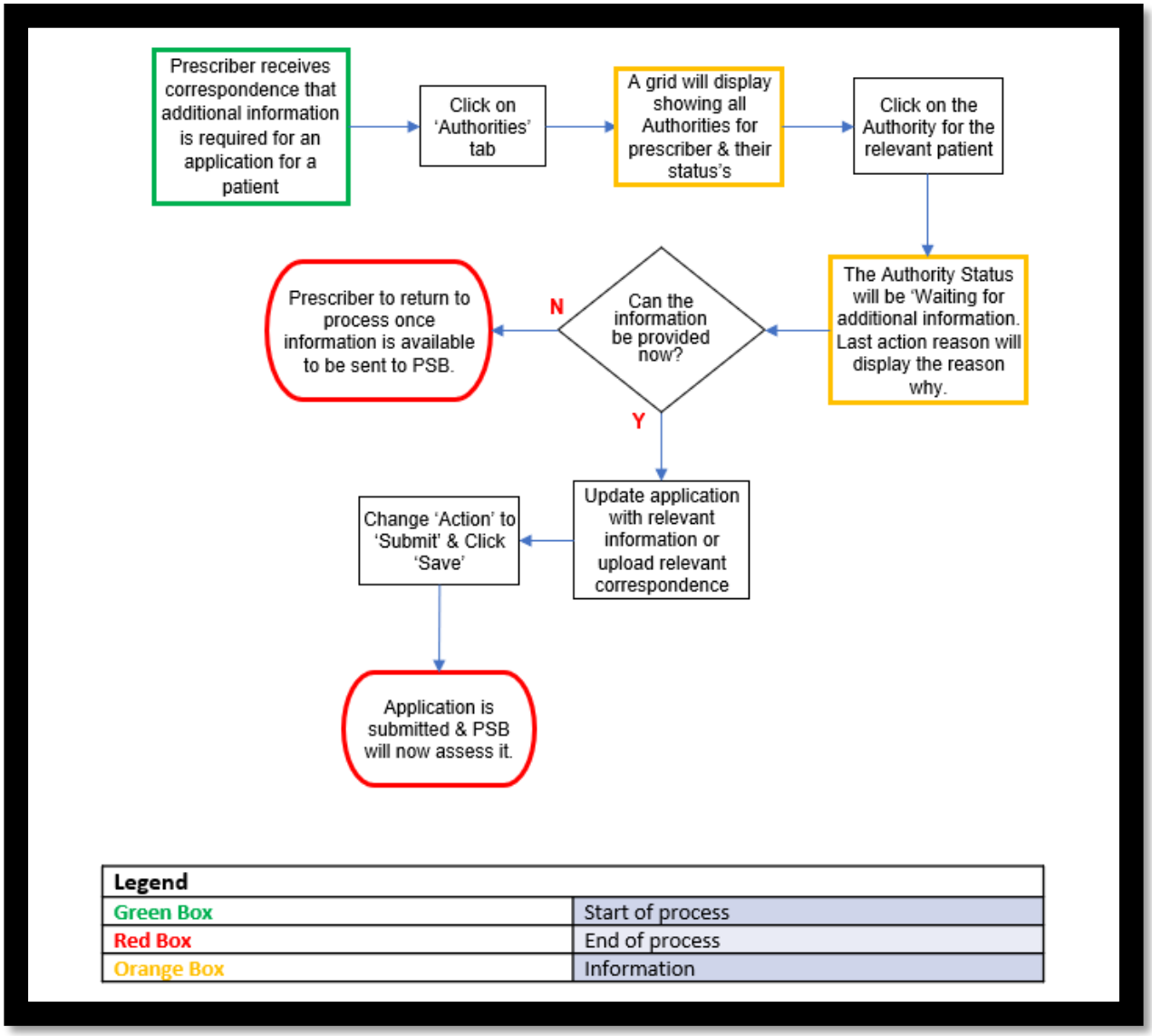
Regulator users (PSB) can request additional information from the applying prescriber to enable assessment of the application for Authority to prescribe, when the application is in the following statuses:

- Submitted
- In Progress

Applications for Authority may be returned to the prescriber seeking additional information to enable assessment.

When the 'Action' of 'Request additional information' is chosen & saved, the Authority status will automatically change to 'Waiting on additional information' and a letter will be automatically generated to the prescriber.

3.6.1. Process / Procedure – HP4.0 Manage an Authority with a status of 'Waiting for additional information'



Purpose

These procedures are to be followed by a prescriber when an application for Authority has been returned due to needing further information from the prescriber before it can be assessed.

Procedure notes

Authority types:

- Authority to prescribe
- Authority to prescribe - Opioid Use Disorder
- Authority to prescribe - Medicinal Cannabis

Waiting of additional information – reasons:

- Further information is required regarding the diagnosis. Please note 'chronic pain' is insufficient detail to enable assessment
- Drug/dose for which the authority is being sought is unclear
- A relevant specialist report which addresses the aetiology of the diagnosis and endorses the requested narcotic medicine regimen may be required
- The results of a random, unannounced, and supervised urine drug screen are required
- A management plan may be required to ensure risk mitigation strategies are considered
- A report on the results of a full body physical examination for signs of intravenous drug use may be necessary
- Other

An application with the status of 'waiting for additional information' means that PSB have requested further information before the application can be assessed. The prescriber will need to provide this information and 'submit' before PSB can continue to assess the application.

Correspondence details:

All supporting documentation can be uploaded by the prescriber against the application in TasScript:

- Supporting documentation includes Specialist reports, Urine Drug Screen results and any other supporting documentation provided by the Prescriber.

Medical Status / Diagnosis:

When selecting a medical diagnosis for a patient, prescribers need to open the level 1 accordion, but not select it. If level 1 is selected, this will select all of the level 2 options. Users need to only select the level 2 options that are applicable, and this will automatically highlight the level 1 option.

3.7. Practitioners

Practitioner profile information in TasScript is sourced directly from AHPRA and is only fed into TasScript where the Practitioner's principal place of practice is in Tasmania, and their profession allows them to register for TasScript.

Practitioners operating in multiple States will need a separate account for each state or territory where they provide care; and will need to accept the terms of use & register separately to use each jurisdictions RTPM system.

Only practitioners with a profile in TasScript can be linked to authorities within TasScript.

Practitioners will need to advise PSB if they have a locum filling in for them, as this will impact the display of alerts within TasScript.

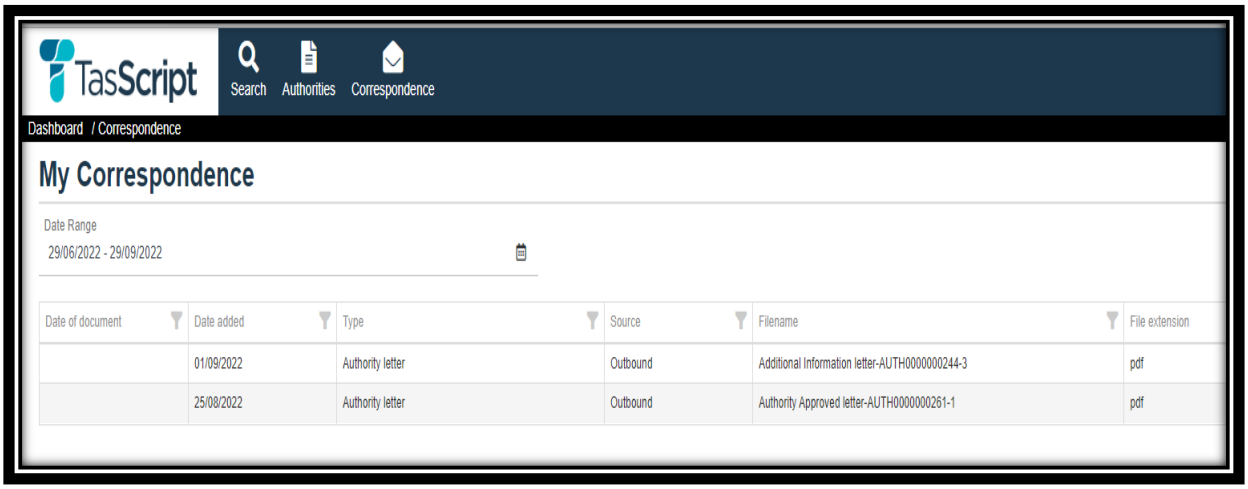
3.8. Correspondence

Correspondence for TasScript purposes, is any document or letter that pertains to an entity within TasScript.

Any correspondence relating to a patient or their prescriber's authority must be uploaded against that entity.

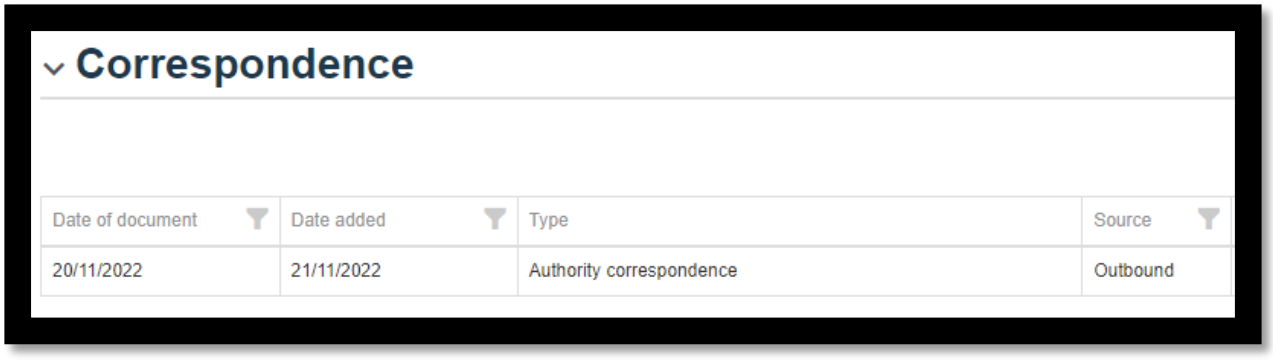
The following types of correspondence will be available for health practitioners to see:

- Letters relating to Authorities sent by PSB
- Correspondence / Files a prescriber has uploaded to a patients profile or Authority version.



Letters in relation to Patients' Authorities can be viewed either by clicking on the 'Correspondence' icon from the Dashboard:

Or by opening the 'Correspondence' accordion in an Authority record:



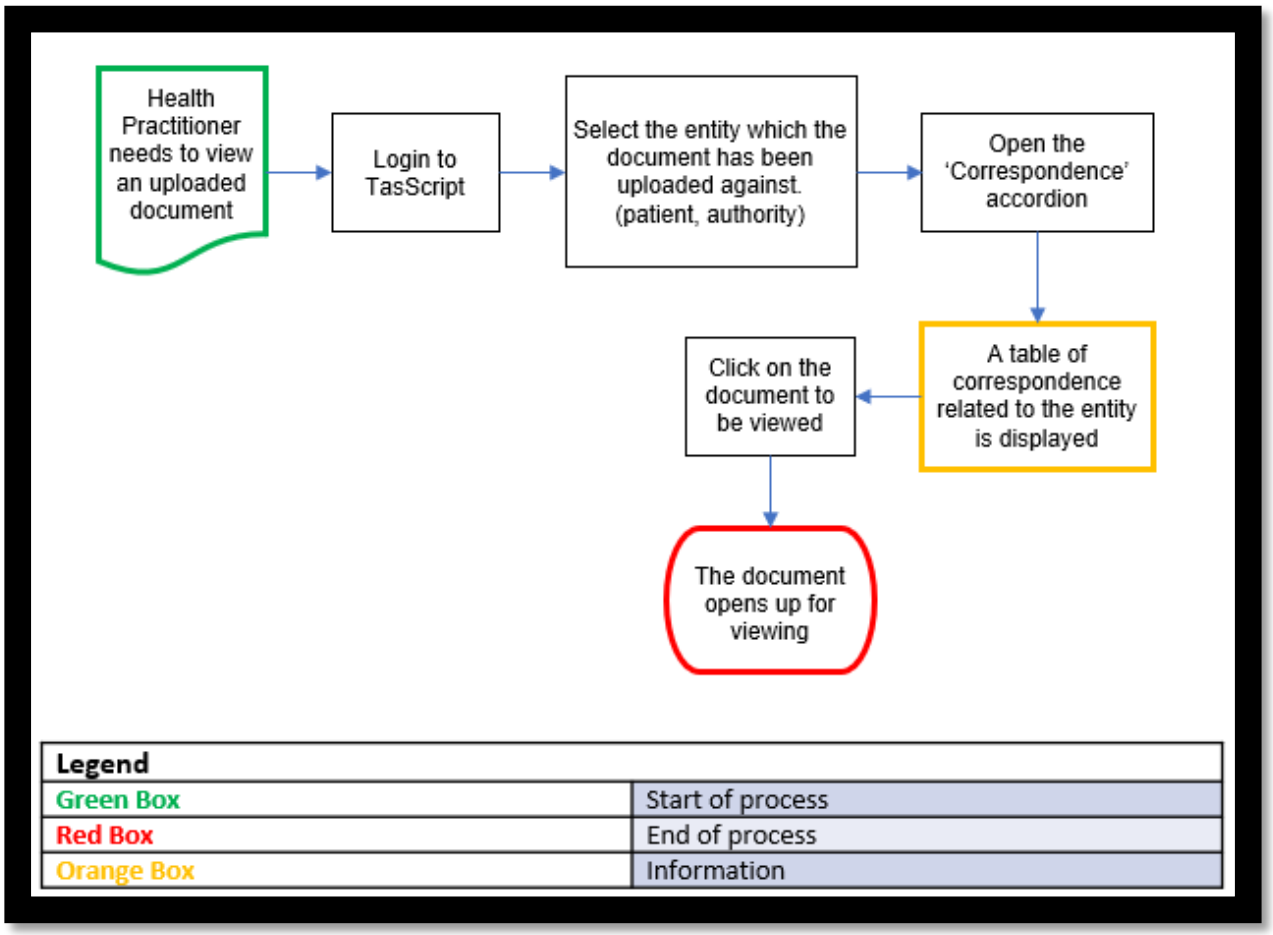
Practitioners can only see Authority related correspondence for a patient if they are the prescriber linked in TasScript to that Authority.

3.8.1. Generated Letters

TasScript will auto generate letters in the system when:

- An Authority is approved
- An Authority is amended
- There is a Request for additional information
- An Authority is Revoked
- An Authority is Refused

3.8.2. Process / Procedure – HP2.1 View Correspondence on an entity



Purpose

This procedure is to be followed when correspondence needs to be viewed/read from an entity within TasScript Health Practitioner Portal. This procedure can be utilised by all Health Practitioners.

The expected outcome is that the correspondence can be selected and then can be viewed.

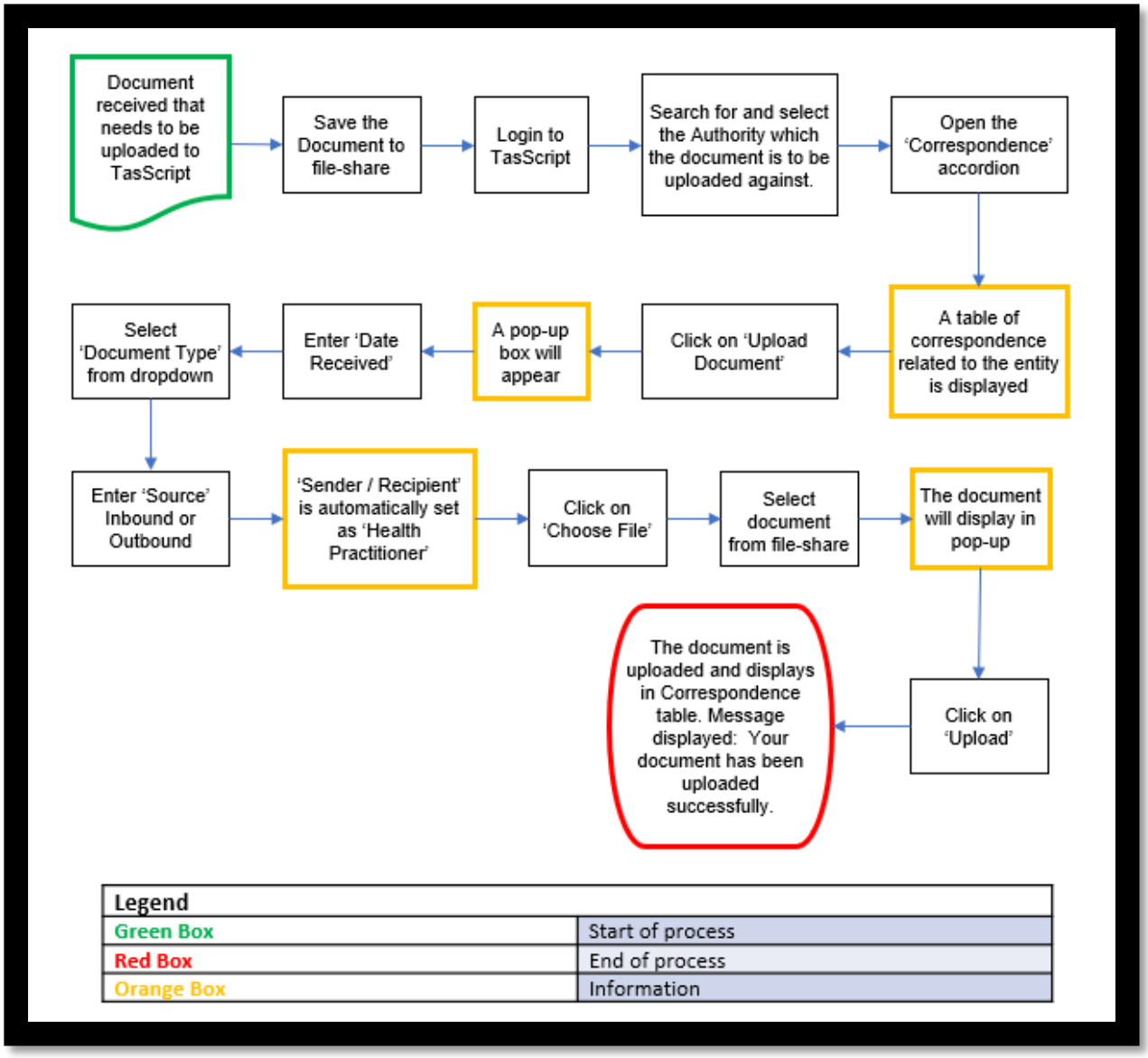
Procedure notes

Correspondence is defined as an application for authority, letter, specialist report or any other documentation that pertains to the entity.

In the correspondence grid 'Date of Document' is a more generic term as it can refer to either the date the system auto generated a document or the date a document was received & uploaded.

Uploaded documents will ask users to enter 'Date received'.

3.8.3. Process / Procedure – HP2.2 Upload Correspondence to an Authority



Purpose

This procedure is to be followed when correspondence needs to be uploaded to an Authority within TasScript Health Practitioner Portal by a practitioner.

The expected outcome is that the correspondence can be uploaded and is visible in the Health Practitioner Portal initially when saved.

Procedure notes

Correspondence is defined as an application, letter, specialist report or any other documentation that pertains to the Authority.

Date Received:
This is the date that the Health Practitioner received the document, not the date on the document.

Source:

- Inbound
- Outbound

***Please note that this is a text field only. If the User enters 'Outbound' the recipient also sees 'Outbound'*

Document File Type:

- Word file (doc, docx, docm, dot, dotm)
- Text files (txt)
- Adobe Acrobat files (pdf)
- Photoshop document (PSD)
- Image files (JPEG, JPG, GIF, PNG, TIFF, TIF, bmp)
- Outlook item file (MSG, email)
- Data file (CSV, dsv)
- Spreadsheet file (xls, xlsx, xlsm)
- HP Trim File (tr5)
- PowerPoint (ppt, pptx)
- Publisher (pub)
- XPS Document (xps)
- Other file formats (JSON, XML)

Document Name:

When saving a document in a fileshare ready to be uploaded into TasScript, please avoid using punctuation (such as '.' or '+' etc) in the name, as this may cause errors when uploading.

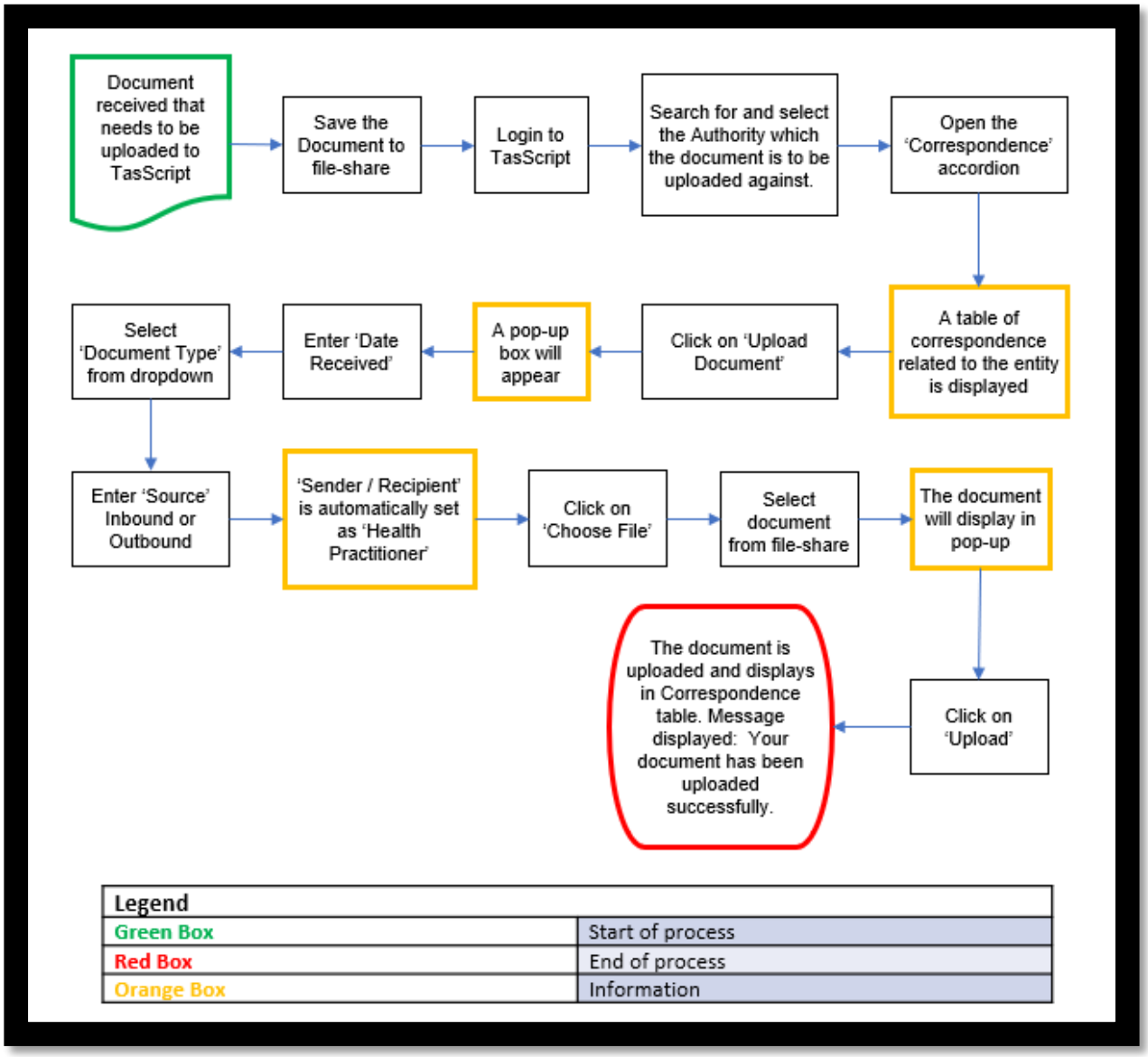
Document Type:

- Application for Review correspondence
- Authority correspondence
- General correspondence
- Investigations and compliance correspondence
- Specialist reports

Sender/recipient:

- Health Practitioner

3.8.4. Process / Procedure – HP2.3 Upload Correspondence to a Patient record



Purpose

This procedure is to be followed when correspondence needs to be uploaded to an Authority within TasScript Health Practitioner Portal by a practitioner.

The expected outcome is that the correspondence can be uploaded and is visible in the Health Practitioner Portal initially when saved.

Procedure notes

Correspondence is defined as an application, letter, specialist report or any other documentation that pertains to the Authority.

Date Received:
This is the date that the Health Practitioner received the document, not the date on the document.

Source:
- Inbound
- Outbound

***Please note that this is a text field only. If the User enters 'Outbound' the recipient also sees 'Outbound'*

Document File Type:
- Word file (doc, docx, docm, dot, dotm)
- Text files (txt)
- Adobe Acrobat files (pdf)
- Photoshop document (PSD)
- Image files (JPEG, JPG, GIF, PNG, TIFF, TIF, bmp)
- Outlook item file (MSG, email)
- Data file (CSV, dsv)
- Spreadsheet file (xls, xlsx, xlsm)
- HP Trim File (tr5)
- PowerPoint (ppt, pptx)
- Publisher (pub)
- XPS Document (xps)
- Other file formats (JSON, XML)

Document Name:
When saving a document in a fileshare ready to be uploaded into TasScript, please avoid using punctuation (such as '.' or '+' etc) in the name, as this may cause errors when uploading.

Document Type:
- Application for Review correspondence
- Authority correspondence
- General correspondence
- Investigations and compliance correspondence
- Specialist reports

Sender/recipient:
- Health Practitioner

3.9. Alerts & Notifications

The National RTPM design includes two types of automated messages driven by business rules: Patient alerts and practitioner real-time notifications. Both alerts and notifications are triggered by prescribing and dispensing actions, but they have distinct use cases.

- Real-time notifications in integrated clinical software: These are red, green, or amber messages that are displayed to health practitioners only – usually directly in their prescribing or dispensing software, if it is integrated with the NDE Pre-Check API. Alternatively, they can be displayed via the NDE Notification App, a system tray application for Windows and MacOS. Notifications are designed to provide just enough information to tell the practitioner whether it is necessary to review the patient's record in the Practitioner Portal. For example, if the patient has a recent alert on their record, this may result in prescriber or pharmacist receiving a red notification when they select the proposed medicine for their patient in their clinical software.
- Alerts: These are displayed on a patient record within TasScript. Alerts are designed to draw users' attention to specific risk scenarios that can be derived from the patient's medication history and/or regulatory information; for example, when a patient has received monitored medicines from more than 4 prescribers in the last 90 days.

3.9.1. Alerts

Alert rules are run in two scenarios:

- When a practitioner selects a patient and a monitored medicine in their clinical software which is integrated with the pre-check API. The alert rules run against the 'proposed' prescribing or dispensing, so that the practitioner can understand the potential impact of this action prior to completion. Any alert generated is displayed as a banner on the patient profile when viewed by this practitioner but is not permanently stored against the patient.
- When a practitioner completes prescribing or dispensing, the event is received by the NDE and displayed in the patient's medication history. The alert rules run against this event and, if any alerts are generated, they are now permanently stored against that medication transactional event in the patient's medication history and can be viewed on the patient's profile.

There are currently five alert rules available within TasScript.

- Rule 1: Multiple Provider Episodes
- Rule 2: Opioid Dose Threshold
- Rule 3: High Risk Drug Combination
- Rule 4: Treatment for Opioid Use Disorder
- Rule 5: Unauthorised Prescriber

3.9.1.1. Rule 1: Multiple Provider Episodes

This alert identifies patients being treated by more prescribers or pharmacies than would be expected under normal circumstances & is triggered if the patient has monitored drug events from 4 or more unique pharmacies, OR 4 or more unique prescribers across 4 or more unique clinics, within the last 90 days.

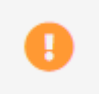
Prescribers associated with the same clinic do not increase the unique prescriber count (as it is common for a patient to see an alternative prescriber at their regular clinic when their normal prescriber is not available).

Messages that will be received:

High-Risk:

High-risk clinical scenario: [Patient name] has obtained monitored medicine prescriptions from at least 4 different prescribers in the last 90 days. Take action to coordinate treatment to ensure patient safety.

Medium-Risk:



Medium-risk clinical scenario: [Patient name] has obtained monitored medicines from at least 4 different pharmacies in the last 90 days. Take action to coordinate treatment to ensure patient safety.

3.9.1.2. Opioid Dose Threshold

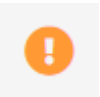
This alert is triggered when a patient is prescribed or dispensed opioid drugs which cause the patient's average daily Morphine Milligram Equivalent (MME) dose to exceed a pre-determined threshold which elevate clinical risk.

Messages that will be received:

High risk:

High-risk clinical scenario: [Patient name] is receiving an average total daily opioid dose of 100mg OME or greater and may be at increased risk of harm. Take action to ensure patient safety.

Medium-Risk:



Medium-risk clinical scenario: [Patient name] is receiving an average total daily opioid dose of 50mg OME or greater and may be at increased risk of harm. Consider action to ensure patient safety.

3.9.1.3. High Risk Drug Combination

This alert identifies when a patient is being concurrently prescribed or dispensed two or more drugs from certain drug groups within the past 60 days.

Message that will be received:

High risk:

High-risk clinical scenario: [Patient name] is receiving [current transaction] and [previous dispenses] and may be at increased risk of harm. Reassess the need for this combination to ensure patient safety.

The table below shows the combinations which are covered by this alert:

Current transaction	Previous dispenses
a benzodiazepine	methadone
methadone	a long-acting opioid
a benzodiazepine	fentanyl
fentanyl	a long-acting opioid
methadone	a benzodiazepine
a long-acting opioid	methadone
fentanyl	a benzodiazepine
a long-acting opioid	fentanyl

3.9.1.4. Treatment for Opioid Use Disorder Alerts

This alert is triggered when a practitioner prescribes or dispenses a monitored medicine to a patient who is currently receiving or has previously received treatment for opioid use disorder.

Message that will be received:

High risk:

High-risk clinical scenario: [Patient name] is currently or has previously been treated for opioid use disorder on the opioid pharmacotherapy program. Take action to ensure patient safety.

3.9.1.5. Unauthorised Prescriber

This alert is triggered when a practitioner who does not have an approved authority to prescribe to the patient, prescribes a Schedule 8 medicine AND the following applies:

- The patient has been declared drug dependent of notified drug seeking behaviour (59E Declaration, 59B Notification or both)
- The monitored drug has been dispensed to the patient with the past 3 months.

Messages that will be received:

Medium-Risk:

Prescriber Not Authorised: [Patient name] has been declared drug dependent or notified as a drug seeker in Tasmania. Please check TasScript patient profile to coordinate clinical care and ensure you are authorised (s59E) prior to prescribing for this patient.

Medium-Risk:

Prescriber Not Authorised: [Patient name] has been prescribed this Schedule 8 substance for longer than the prescribed period. Please check TasScript patient profile to coordinate clinical care and seek a s59E authority to prescribe.

3.9.2. Notifications

When integrated software is being used and a practitioner prescribes or dispenses a monitored medicine, a TasScript notification will display to indicate the estimated risk based on the patient's monitored medicine history. By clicking on the notification, the practitioner will be taken to the patient's profile in TasScript.

If the practitioner's dispensing software provider has integrated with TasScript, the practitioner can receive real-time TasScript notifications directly in their clinical software, before finalising a prescribing or dispensing.

Notification colours:
TasScript notifications provide information to help practitioners make an informed decision about the patient's care.

Red

- The monitored medicines supplied to the patient within the last 90 days have resulted in a potentially high-risk situation that requires review.
- The notification stays on the screen until the practitioner clicks it.
- Click the notification to go to the patient's TasScript profile.

Amber

- There are alerts in relation to the monitored medicines prescribed or supplied to the patient within the last 90 days.
- The monitored medicines prescribed or supplied to the patient within the last 90 days involve more than one prescriber at different medical practices.
- The notification stays on the screen until the practitioner clicks it.
- Click the notification to go to the patient's TasScript profile.

Green

- There are no monitored medicine prescription records for the patient within the previous 90 days, and no active or recent alerts; or
- The monitored medicines prescribed to the patient within the last 90 days are from the same prescriber or the same medical practice.

- The notification disappears after 3 seconds unless the practitioner clicks it.
- Click the notification to go to the patient's TasScript profile.

Further information about real-time notifications & and the notification application can be found in TasScript Help Topics.

4 Support

4.1. Technical Support

- Phone: 1800 776 633
- Email: itsupport.tasscript@health.tas.gov.au

4.2. General Enquiries

- Phone: 03 6166 0400
- Email: tasscript@health.tas.gov.au

4.3. Links

- Find out more about TasScript
  - 'TasScript' target URL: https://www.health.tas.gov.au/health-topics/medicines-and-poisons-regulation/medicines-and-poisons-regulation-information-health-professionals/real-time-prescription-monitoring
- The webhelp content for SSR & Health Practitioner Portal is available via the URL below:
  - PROD: https://help.tasscript.health.tas.gov.au
- Landing Page
  - PROD: https://tasscript.health.tas.gov.au/
- Registration Page
  - PROD: https://register.tasscript.health.tas.gov.au
- Health Practitioner Portal
  - PROD: https://hp.tasscript.health.tas.gov.au