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Cc: feedback@medmate.com.au
Subject: Consultation: Revised Telehealth Guidelines"
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I am concerned at reports regarding the current AHPRA consultation could result in limitations that will kill off the recent innovations in online service delivery such as medmate and instantscripts.

I have used the online services mainly for script renewals of existing issues. It is both increasingly difficult to see the GP in person and more expensive due to the increasing element of additional charges above the Medicare rebate. At a time such as this it is wrong, and even paternalistically restrictive to make it even more difficult to get simple script renewals for existing conditions.

For a while I could order script renewals online from my GP and pick them up at the surgery. That function has been taken down. At present I have to wait at least 2 weeks or more to make a booking with the GP in person.

At a time when Covid is still rife in our community and we can be quite reasonably concerned any unnecessary contacts, it is inappropriate to block these innovative online services.

Reintroducing restrictive practices by limiting simple access to repeat medication through online services is the wrong path forward. I have found the web-based services diligent in following up with phone consultation and very prompt script delivery. I urge AHPRA to consider carefully and refrain for reducing the flexible service options that are currently available.

Regards

Edmund Balnaves