

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** telehealth and online prescriptions  
**Date:** Wednesday, 11 January 2023 5:54:45 PM

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To the Medica Consultation Board:

Good afternoon.

My family and I live in [REDACTED] in the Blue Mountains of Sydney, just 100kms from the centre of the CBD. Yet in what is a 2-hour car drive, the difference in the availability of medicine between these two places is extraordinary. In Sydney, a doctor can either be seen on the same day, or the following. In the Blue Mountains, especially in [REDACTED], it can take three weeks to set up an appointment. When its something which requires a GP's attention, the receptionist urges the patient to present to a hospital emergency department. The City of the Blue Mountains, and this is the same for the Central Coast, the Woollongong and southern areas, are all major centres of population. Yet the medical, hospital and care services are utterly neglected and woeful.

Now I understand that the Federal Government intends to limit telephone consultations, as well as on-line prescription services, or force patients to consult first with a doctor. But if a patient only wants a repeat of a prescription, he or she may have to wait weeks before a consultation is available.

I have used the on-line prescription service and found it is quick, efficient, inexpensive, and takes pressure off the local doctors for a routine task.

Please do NOT prohibit online services. They are fundamental to maintaining good health, and allow doctors to see urgent cases which need professional care.

Sincerely

[REDACTED]  
[REDACTED]  
[REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Wednesday, 11 January 2023 6:57:57 PM

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CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Medical Board of Australia Consultation staff,

I understand the concerns about the possibility of mis-diagnosing and mis-prescribing, that may happen via TeleHealth. However, I can tell you my personal experience of trying to get timely, face-to-face, consultation with a GP has been incredibly difficult. TeleHealth has been a useful and timely alternative that has resulted in better health outcomes for me overall.

There are no longer any walk-in GP clinics in my local area. It takes a minimum of 3 days to book an appointment with any (random) doctor, and up to 10 days if I want to see a doctor I've seen previously. There is ONE bulk billing clinic, and after 5pm and on weekends there is a fee. If I'm going to have to pay a fee to access a GP, why also make me drive 20 minutes to see one?

In my most recent experience, I had to wait 1 week for a TeleHealth consult with my regular GP. In this appointment, we are discussing some test results. There is absolutely no need for my GP to see me in person.

There are certainly situations where an in-person consultation with a GP is best practice. There are also situations where a telehealth consultation as a substitute could lead to poorer health outcomes.

Surely the TeleHealth practice guidelines could be written in such a way as to ensure that telehealth consultations would lead to an in person appointment if required.

I feel this is similar to 'Nurse on Call'. Surely if you can trust the nurses at Nurse on Call to refer for an in person consultation, you can trust telehealth GPs to do the same.

I recently had a situation where I had seen my GP for re-issuing of my regular prescriptions. There was one, that had been issued by a specialised women's health GP, which I forgot to mention to my regular GP (for Estradot). When I got to the chemist, I remembered the Instant Scripts app. I quickly jumped on the app, had an online consultation, and got my electronic prescription. The process took less than 10 minutes. Imagine saying to a woman experiencing menopause, that you will have to wait another week and a half to abate your menopause symptoms.

My husband has been experiencing extreme fatigue. He wanted to start the process of investigating why. Again, there was a week's wait to see a GP. We knew that the first thing a GP would do, would be to order a standard set of blood test. So we booked a telehealth consultation, and got the referral for the blood test. We included the local GP's details on the pathology request, so that at least when he finally saw the GP, he would already have the test results.

There are already restrictions on the class or schedule of drugs that can be prescribed without an in-person consultation. Add to these restrictions, add more governance, more training. But do not unduly limit access to TeleHealth.

Surely there are technological solutions to mitigate the risk of mis-prescribing. Given the introduction of MyGov, the use of QR codes, and the fact that every prescription issued is recorded, there must be a way to use technology to ensure that TeleHealth is not misused.

Then, there's COVID. The past 3 years has shown that there are many aspects of the face to face world that can be replicated online. COVID has shown a TeleHealth can work quite successfully. Also, it is impossible to get an appointment with a GP if you have tested positive for COVID in the last two weeks. (I don't know if that is a legislative restriction, but it is certainly the practice at all of the GPs in my local area.) So, if I have a medical issue, while I have tested positive for COVID, without TeleHealth, I may go without any medical consultation,

and I may go without a necessary prescription.

Further, consider the inherent risks created by our already over-stretched hospital and ambulance systems. The shortage of GPs (and reduced Bulk Billing availability) is leading more people to seek treatment via emergency medical resources, compounding an already precarious situation.

I am sure that your organisation is acutely aware of the shortage of doctors and nurses in Australia. As a peak body, you're also aware that this shortage is chronic in fast growing outer suburbs, as well as rural and regional areas.

For the reasons outlined above, restricting access to TeleHealth can be equated to restricting access to health care overall.

Thank you for your consideration.

Kind regards,

A solid black rectangular box used to redact the signature of the sender.

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Instascrip.  
**Date:** Wednesday, 11 January 2023 11:27:06 PM

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Hi,

I have just been informed that you want to make changes to the vital and important Instascrip system.....PLEASE DO NOT!

This service is so important to me and I am sure many many people!

We live 2000km from Perth, yes we have medical services here but very unsatisfactory you never get to see the same doctor twice, sometimes it is very difficult to get an appointment etc. for someone like me who only needs arthritis scrip and blood pressure script Instascrip is vital! While at the chemist to get my scrip I have my blood pressure taken 2 jobs in one!

Please please leave things as they are with this service!

Kind regards,

[REDACTED].

[REDACTED],

*Western Australia.*

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Thursday, 12 January 2023 12:35:29 AM

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**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello.

I'm writing to express my concerns about the proposed changes to the rules around the ability to access online prescriptions without a consultation. As someone with both anxiety and multiple chronic health issues, the ability to access repeat prescriptions without the fear and stress of making an in-person doctor's appointment has enabled me to continue my prescribed medication regime when I otherwise wouldn't have been able to. If I could not access this service I would generally go for weeks without my medications until I could see my regular gp. More recently with covid, I have felt uncomfortable with sitting in a waiting room, and I have often waited even longer.

I'm aware that the proposal includes the need to speak with a doctor via telehealth prior to getting a prescription, however my anxiety does not allow me to do this. I would prefer to wait the sometimes weeks it takes to get in to see my regular gp.

Please consider those of us with chronic physical and mental health issues that will be seriously negatively impacted by these changes when making this decision.

Thank you,

[REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Online scripts  
**Date:** Thursday, 12 January 2023 2:50:54 PM

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Please do not change the online scripts as it is convenient and can be done at any hour of the day- these are medications that we have been prescribed by a doctor and are just maintenance doses that we get online. Please know if we feel at all unwell, we would make an appointment to review our health with the limited doctors that are available.

Please don't clog up face-to-face Doctor appointments with just repeat scripts xxxx thanks [REDACTED]

Sent from my iPhone

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** on line telehealth consultations  
**Date:** Thursday, 12 January 2023 5:15:55 PM

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**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi

We live 380 kms from nearest hospital and 700+ kms from nearest GP.  
We cannot get GP appointments at town 380 kms away because no GP appointments.  
We cannot get appointments at local [REDACTED] GP clinic because only locums once a week and mostly not at all. They are [REDACTED] so do not like seeing general public like us.  
For example, on one occasion I drove the 110kms to the local clinic and said I need a blood test (because I had accidentally drunk about 200 mls of glycol) and was told they were too busy to see me.  
Obviously I lived (I had done all first aid measures resulting in an unpleasant level of intoxication) but I was pretty crook for a while.

So being able to access on line consultations for simple stuff like tooth abscesses, repeat prescriptions, allergies to mangoes, angioedema, mild exacerbations of COPD due Covid, simple wound infections, circumcision referrals, treatment of menopausal symptoms, scripts for efudix and aldara, review of results and referrals is an absolute god send for us.

Same with blood tests. So I get the blood test request.

I drive 380 kms or 700 kms. Blood test results come through. I can't access them because the path companies want to send code to phone. Duh uh no mobile phones out here that can get codes only satellite services.

So I ring the instant scripts and they give me results and prescribe meds and give me follow up path form.

What would I do otherwise? Remain in blissful ignorance! Not a bad option at times.

We are happy to pay \$39 to instant scripts, then pay pharmacy for dispensing medication, then pay mailman \$60 to collect script and deliver.

Rest of Australia would whinge like hell about that but we reckon it is great.

On one occasion recently, I had bloke here with acute peritonitis.

Careflight no go because the blokes who put out lights on airstrip 90 kms away were all too pissed to drive.

So Darwin ED doc said give him Augmentin and Flagyl orally as that's all we had.

So then I need script for more Augmentin and Flagyl so I have to ring Instant Scripts as that is only way to replace emergency drugs.

(Bloke survived just spent a fair while in hospital recovering from septic shock after appendectomy.)

I think you need a real doctor to read some of this stuff so you understand how close to a bad outcome we can get.

Please do not take this service away from us.

I would appreciate a response.

Regards,

[REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Sunday, 15 January 2023 10:21:10 AM

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**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Medical Board,

I wish to state my total rejection of your proposal to introduce restrictions on the ability for Australians to access prescriptions through online forms.

Telehealth has become a part of Australian society and should not be restricted.

Australia, particularly in rural and regional areas, and other parts of the planet have a shortage of doctors. Telehealth and online access to prescriptions in Australia is a necessary way of relieving this shortage.

Further the safe prescription of medicine does not always need face to face consultation.

Regards

[REDACTED]



**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Wednesday, 18 January 2023 4:15:00 PM

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To whom it may concern

I'm a busy parent with 6 kids. To just get to the doctor for simple prescription refills is extremely inconvenient and challenging.

The Insta script service is just perfect for me as I can get a script without having to try to make time to go to the Dr and waste time when nothing has changed.

Please don't treat the patients like we're incapable of deciding for ourselves when we need an in person consult and when we just need a simple script.

Sent from my iPhone

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Wednesday, 18 January 2023 4:20:53 PM

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**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

I write to share my experience with online prescriptions.  
I suffer from a mental health issue and have had many severely uncomfortable interactions with doctors when seeking help for my condition including a doctor who refused to help with a mental health plan, since I have been able to easily access my prescription through an online service without intrusive phone calls and strangers chipping away further at my health problems I have experienced a significant shift in my condition and feel like I can lead a much more normal life. I have even secured a permanent job in the last few weeks. My councillor has helped but I can say with certainty that access to my required medication without the added stress and anxiety has been the greatest benefit to me. Please consider this information when assessing the rules around online prescriptions. Feel free to reach out if you would like further information.

Regards,

[REDACTED]  
Sydney, NSW  
[REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Cc:** [info@instantscripts.com.au](mailto:info@instantscripts.com.au)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Wednesday, 18 January 2023 4:21:40 PM

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CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Sir/Madam,

I use InstantScripts because it suits my needs for my health management. I particularly use them when I do not need to see or talk to a doctor as it is convenient, cost effective and works with how I want to manage my health.

I have used InstantScripts for repeat prescriptions where I know exactly what I need as well as for Medical Certificates where I have had COVID as well as the Flu and do not want to see or talk to my doctor to obtain the certificates.

I manage my health and I want to make the decisions on how I use my medical services. InstantScripts is a part of my health portfolio. I have my own doctor, I have medical insurance and I select which provider I need to see for the purpose as required.

If I need to physically see my doctor I will.

If I want to request scripts via Instant Scripts, I will.

It's my choice and don't make it more difficult for me to choose how I manage my health provision.

Regards,

[REDACTED]

Gold Coast - Queensland

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Wednesday, 18 January 2023 4:34:47 PM

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**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Medical Board Team,

As a 49 year old woman who has often been plagued with urinary tract infections I cannot begin to describe how invaluable the Instantscripts service is.

My infection symptoms come on fast, from the first inclination of a slight burn I am often in great discomfort within 2 hours, making it impossible to focus, drive, leave the house. And waiting in a Doctor's waiting room for hours on end is a harrowing experience.

Urinary tract infections make you feel like you're going mad the pain is that bad.

Being able to order an antibiotics script online and then walk to my local chemist has been a life saver. The first time I used their service I cried with relief at how quickly I was able to secure the medication and take it. The antibiotics are very effective and cancel out pain within 30min of taking one.

I implore you to please allow Instantscripts to continue to provide this service.

Thank you  
Warm regards  
[REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Wednesday, 18 January 2023 4:50:00 PM

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CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To whom it may concern,

The service that instantscripts provides has enabled me to maintain compliance with my prescription medication initiated by my doctor.

I am currently working in a country town with only 3 medical centres all of which are either closed to new patients or whom do not have appointments available when needed.

It is not uncommon to see posts on Facebook of others requesting recommendations of places to go to see a doctor as it's known to be difficult.

When I moved here for work I was told by various medical centre receptionists and locals "just go to emergency at [REDACTED] When I explained my need wasn't an emergency I was told that they see patients all the time for things that aren't emergencies as they know people can't get in to see a doctor here.

Instantscripts allowed me to obtain a repeat prescription for my regular medication and the questions asked in the questionnaire are appropriate to what a doctor would ask if I were attending in person.

Please consider the benefits of these services in our communities versus the risk. I think if quantified it would represent a clear benefit. Not only to the patient but the reduced burden on ED departments and Medicare given these requests are privately paid for without rebate.

Kind regards

[REDACTED]

Sent from my iPhone

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Cc:** [REDACTED]  
**Subject:** Consultation  
**Date:** Wednesday, 18 January 2023 5:01:57 PM

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**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Please read the email below sent back to "instantscripts" after getting my medication renewed.

I went to my local pharmacy and pharmacist insisted on BP to be taken based on the fact that Instant scripts are not a GP and that this needs to be done, I'm happy with that and understand that these checks need to be in place, however how he treated my situation is totally unacceptable and now I have no medication. The situation that caused the elevated BP was more than likely because I was running late to get back to work as it was my lunch break, he decided to lecture me treating me like a fool who did not understand the need to follow the process and guidelines as a result my BP was elevated and he would not dispense my meds, until I saw my GP. What GP you cannot get a GP in this town as a newer resident being told they are not taking on new patients, and if you don't like that tell you to go to the local emergency department???????/ (which now I may have to do because I have no medication now until 6/2)

I sent the email below to Intantscripts as they had to know what was happening out there, its not there service causing the issue it is this Pharmacist. Local Pharmacist knows about lack of doctors, didn't even ask me if I had enough medication til I saw a doctor. In my opinion he should have dispensed the medication after he asked me if I had any left? And then dealt with it, by reporting back to instascripts or some other body I don't know.

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HI There,

Just wanted to you to know that I do believe the system is working somewhat however, its left me in a very unhappy place. So you know I have been using your service for a while and I do like it. This month I tool my e script to the local chemist and on completion Pharmacist wanted to speak to me. He wanted to confirm that I had my blood opressure done recently by my GP. (if I had a GP I'd probably not need your service) GP's in this area are scarce, appointments are hard to get and if your new to town like I am they are not taking on new patients. Anyway I work in a hospital in urgent care and on the ward and did have my blood pressure taken, but not for the purposes of remembering for scripts from pharmacist.

After waiting ages to get to see the pharmacist to find out what he needed, I was running late to get back to work and my anxiety built, so consequently when he took my blood pressure it went through the roof and he refused to give me my medication. I have run out!!!! So what do I do now????? I have finally found a doctor who will see me, but not until the 6/2/2023 and I have to drive some 80km's to see them. Which means I don't have medication til I get to this

appointment obviously, and paying for the script with you has not allowed me to get my medication.

Whilst I understand that the checks and balances need to be in place for your service to work, if the pharmacist refuses to handover my medication, this is a really huge gap and not taking my medication now until the 6/2 when I might see a doctor is dangerous..

I understand you may not be able to do anything about this, but I couldn't fill in your survey as it did not work online. What right does a Pharmacist who knows there are no doctors appointments have the right to stop my medication til I get an appointment. I suppose that at least if something does happen to me and I have to go to emergency as a result of lack of medication I don't have to drive far. It shouldn't work this way. He should have handed over the medication and if necessary report back through the systems.

Thanks



PS I do like your service, I do want to continue to use it, but the situation above puts me in a very risky place

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Wednesday, 18 January 2023 5:08:13 PM

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CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Good afternoon,

I would like to share my experiences with online scripts. I am a mother with two young children. I work almost full time hours on over night shifts. Online script ordering has changed my life, I have Ehlers danlos syndrome and suffer chronic migraines. I honestly don't think There's ENOUGH scripts offered online.

I don't have the time or capacity to wait weeks to get into a GP, I can't speak to doctors on the phone and when I do my kids are fighting. This option allows me to order what I need online while I go to the bathroom. I only minute alone a day.

I'm pretty tired of the medical board gatekeeping medicines and supplies as a whole and until doctors are accessible and chronic health management is functional in this country it should be our right to request medical requirements easily.

Coming from someone whose body spontaneously dislocates hanging washing or even sleeping the healthcare system in this country is EMBARRASSING.

Sent from my iPhone



**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Wednesday, 18 January 2023 5:26:06 PM

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**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Good afternoon,

I'm writing to share my experience using the InstantScripts platform and ask that you consider this feedback in deciding the implications of the revised telehealth guidelines.

### **My experience**

I woke at 3am on New Years Eve with a UTI. I have had UTIs since childhood and, prior to using InstantScripts, have needed to visit at GP each time. It seems to just be one of those things I'm prone to (usually when dehydrated and under stress).

The pain was such that I wasn't able to go back to sleep, despite beginning to consume Ural and painkillers. Thanks to the convenience of InstantScripts, I was able to access a prescription for an antibiotic by 6am, and was at the pharmacy by 7am. Noting the InstantScripts logo, the pharmacist asked what the antibiotic was for, affirming it was the right medication for a UTI.

### **Wider Implications**

While this was a highly convenient, time-effective outcome for me, there are wider implications. Using InstantScripts meant I didn't need to find a GP open on NYE, clog the already overwhelmed GP system or visit the emergency room at my nearest hospital. I wasn't experiencing a life-threatening emergency, I just needed a simple antibiotic.

InstantScripts clearly states that users may need a telehealth consult with a GP before a script is issued. I don't understand how mandating this, considering the strain the healthcare system is already experiencing, will provide relief.

I wish you all the best in debating this issue.

Kind regards,

[REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Wednesday, 18 January 2023 5:40:28 PM

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**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Online prescriptions are helping access my asthma inhaler prescriptions when needed.

It is too hard trying to find an available doctor's appointment and if you run low on the inhaler then you are in a bad situation.

If I was having difficulties with my asthma or symptoms worsened I would consult a doctor but if my symptoms are good and I just need the script fo my inhaler then instant scripts is a quick convenient way to get the script to make sure I am not stuck without it because I can't get in to my doctors for an appointment for 2 weeks.

Kind Regards

[REDACTED]

Phone: [REDACTED]

Email: [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Wednesday, 18 January 2023 6:03:41 PM

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**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Good evening,

I believe that accessing online instant prescriptions is an important service for a number of reasons and I oppose the proposed revision of telehealth to prohibit them. My thoughts are as follows:

- Fewer General Practices offer bull billing, and of those that do- wait times are long. Enabling customers to fill repeat scripts or obtain scripts online for the more mundane of life's little illnesses (such as UTIs, which are easily diagnosed and benefit from prompt treatment...if you've been there you've been there ) reduces wait times and improves patient well-being. Patients are treated promptly and in an affordable way.

- I understand that the concerns about online prescription dispensing surround patient drug safety. Issues that come to mind are increased community antibiotic resistance , and ignorant self prescription by members of the public. I fully see how online scripts can enable these things- however it would be foolish to think that changing the system to a phone call will change much.

I recall a specific instance where I telephoned a GP due to a severe, recurrent sore throat and within a matter of seconds , without enquiring about anything else or even asking me my height and weight, he had prescribed me a long course of high dose antibiotics on his immediate assumption I had strep- without any other thought or referral for a swab. Not only were these antibiotics ineffective in this instance but they had negative side effects (I hypothesise because I am very petite and it was a large dose) - not to mention the possibility of antibiotic resistance.

Prevention of GP led and patient led prescription drug problems should be managed through education of doctors in telehealth, and of the public about medications and what it means to take a prescription drug.

Another suggestion is to involve pharmacists more fully in the online prescription process, which I am happy to report they approach well. Whenever I ask to fill an instant script, pharmacists always follow up with in depth questions to double check the medication is appropriate and I know how to use it.

As telehealth has only recently become prevalent due to covid, doctors approach of treatment needs to adapt- to improve the safety of patients seeking online or phone prescriptions while still retaining the cost effectiveness and convenience of instant scripts.

[REDACTED]  
Age [REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Wednesday, 18 January 2023 6:31:33 PM

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**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To whom  
it may concern

Concerning the proposed changes to online prescription services, I am a long term diabetic and since 2018 a diagnosed heart failure patient with complications from both conditions as well as arthritis mobility problems currently receiving the Job Seeker payment as I have been rejected for the D.S.P. pension due to not scoring enough ""Points""

It has made my situation both physically and financially much easier with the advent of online prescription services and as you may or may not know, expenses such as rent and food costs severely impact the below the poverty line government payment, leaving even subsidized prescription costs a difficult proposition and any further expenses imposed on the obtaining of medicines is simply a problem that I'm sure the vast majority of people in a similar situation to myself, absolutely, definitely, without question do not need to face .

Thank you

Get [Outlook for Android](#)

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Wednesday, 18 January 2023 6:45:15 PM

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**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Both my husband and I have frequently used the Instant Script App to get repeat scripts for our regular medications such as BP and Statin medications without the need to visit a GP.

We are on the road for 4 to 5 months of the year usually in the outback regions of Australia and being able to use Telehealth has been very helpful when we needed repeat scripts or had a medical episode.

We also use the Instant Script App especially if something urgent comes up and our local GP isn't available.

[REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Wednesday, 18 January 2023 6:50:49 PM

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CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

I work full time and have a very positive relationship with my GP who takes care of all my major health issues. However, she is booked out multiple weeks in advance which is prohibitive to her servicing any prescription refills or immediate issue.

Online prescription allow me to refill minor prescriptions my doctor has gone through risks and instructions with me for with ease.

It is especially useful for things like the contraceptive pill where not being able to get an immediate refill is incredibly risky and causes me serious inconvenience and risk of unwanted pregnancy.

Removing this option is madness when the health care system and GP appointments in particular are so hard to come by.

Regards

[REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation  
**Date:** Wednesday, 18 January 2023 7:08:51 PM

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**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To whom it may concern.

If there were to be restrictions placed on provision of scripts through telehealth services, this would be a massive backwards step for myself and many people who are in the same situation I am in.

The provision of scripts through online services without having to go through a consultation appointment is of great benefit to me. I work in a professional capacity for a disability employment services company, nominally between the hours of 8:30 - 5pm Monday to Friday. Due to the exact nature of my role and the circumstances my clients face, many of whom are particularly vulnerable, I am often working outside of these hours as well. I am essentially on call from 6 - 8 daily.

In my particular area, it is difficult to get a consultation with a doctor at a convenient time, as most doctors are closed outside of the hours I work, and if they do offer weekend appointments, they are often emergency only. To be able to get a script renewed, I need to plan several weeks in advance to take time away from my work, often in the busiest part of my day, and this is assuming my appointment does not get cancelled, which is a frequent occurrence. Being able to get a script from an online provider, without consultation, is especially convenient, as I can have this sorted within 5 minutes without leaving my desk, no worries, no hassles.

In my particular area, most doctors are not bulk billing. So in addition to the difficulty of making an appointment in the first place, and the hassle of having to do so during work hours, I still need to come up with \$70-\$90 to pay for the consultation in the first place. Even if a telehealth consult was manageable, and from the above you can see in my area it is not, I would still be paying roughly the same for a consultation fee. It is much more affordable and manageable from a budgeting perspective to be able to pay a small script fee every time I need a renewal than to go through the expense of a consultation.

For my particular condition, I am a long term user of two particular medications that will not change, and nor will the dosage, over the foreseeable future. I am taking a stable dose of my medications for what I have been told may be the rest of my life, so there is no need to consult a physician every time I need to renew a script. I am aware enough of my own condition that if adjustments need to be made, I will make a consultation specifically for this. I see it as a waste of my doctor's time to have to do a consultation to renew a script that we are both confident that I will need for years to come with no changes. I am also aware enough of my own condition to know what alternatives/ generics I can take without negative effects. Being forced to have a consultation every time my script needs to be renewed is a waste of time of everyone involved.

Taking away the ability to get a no fuss, quick and easy script renewal without consultation will have an outsized effect on the significant number of people in my situation. Being able to do so allows me to look after my own health, in a convenient and affordable way. I

know a number of people who would stop taking their medications if forced into the inconvenience and expense of dealing with the system for something so simple.

Being able to get online scripts without a mandatory consultation was a great step forward, one keeping up with the times. Taking this away would be a massively regressive move, to the detriment of the general public.

Many Thanks,



**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Wednesday, 18 January 2023 9:12:39 PM

---

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Online scripts are a great solution to overcrowded public GP's and ever-increasing costly private doctor visits.

I'm not sure why you think it would be a good idea to stop this. It is counter intuitive to a healthy society.

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Wednesday, 18 January 2023 10:18:01 PM

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CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi,

I have been diagnosed with metastatic urachal cancer and have used instascripts since the beginning of Covid when it was almost impossible to get into a doctor.

I use them because I'm afraid to go to the doctors - as where do sick people go - to the doctors! I am one of the very few people nowadays who wears a mask even and yes am paranoid about catching something and my health being affected even more.

For me it does cost more as I can only get a monthly prescription compared to a 6 monthly one but as we live 90 minutes away from my normal GP who is booked out weeks in advance and my oncologist says it isn't his job to do prescriptions what choice do I have.

This is a fantastic service for everyone including those who can't get into their normal doctors for weeks in advance. God forbid if you had something serious that needed attention. No wonder so many cancers are going 'undetected'.

I want to travel while I can and a regular GP just isn't an option so instascripts is a godsend when on the road.

Regards

[REDACTED]

Sent from my iPhone

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Thursday, 19 January 2023 10:08:58 AM

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**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

I use an online script service as i only require blood pressure medication .This is totally convenient for me as i take my blood pressure every day and do not see the sense in wasting a doctors time.Please do not discontinue this service.Regards [REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Thursday, 19 January 2023 6:30:09 PM

---

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

It has been so convenient to order a script online, many times I have been about to run out of my prescription and haven't had the time or couldn't get a doctors appointment to renew the script. Thankfully the same day I need a script I can get one from script online. My medication is not one you can just stop. Have been saved many times when down to one tablet. It's such a great advantage to have this in place. As it truly is hard to get a doctors appointment when you need one urgently.

Regards

[REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Friday, 20 January 2023 9:51:15 AM

---

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

I have used online services (via form) for repeat prescriptions and for medical certificates in the recent past.

I use these services because I am not able to get an appointment with my GP for 11 days as at this morning. The usual lead time for an appointment is 10-14 days at my GP clinic and there are times when I miss the end of a prescription by more than 2 weeks.

I take an antidepressant (among other medications) that if I miss by even 24 hours I experience dizziness and brain foggy to the point that it prevents me from working. I have used an online prescription service to refill this script on occasion and it's been a life saver.

GP services are no longer readily available and the cost of attending is increasing - my GP practice has recently stopped bulk billing and the cost of an appointment is significant.

Please consider maintaining some level of online services for repeat prescriptions and medical certificates to alleviate the burden for patients, primary health providers (GPs) and the public health system.

I'd hate to see any additional burden on public hospitals where staff are already burnt out, under resourced and we risk losing them after 3 years of traumatic and stressful conditions. We will see the impact to the public hospitals and primary health providers of the pandemic for years to come as patients attend later with more advanced conditions and disease, staff leave health after their experience and we continue to play catch up with "elective" surgeries. Please consider this and the wellness of the health system(s) and it's people in your decision.

Kindly,

[REDACTED]  
[REDACTED], Victoria

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** 'Consultation: revised telehealth guidelines  
**Date:** Friday, 20 January 2023 2:47:55 PM

---

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To whom it may concern,

I urge you to reconsider making changes to the current guidelines for online prescriptions. This service has been life changing for me. I live in a regional area where access to a GP appointment can be weeks away. Instant scripts has helped me on multiple occasions where I have needed a basic script urgently, but am unable to see my GP without days wait. The medications that are being dispensed are common medications and the questionnaires you fill out strongly determines if the medication is suitable for you.

I recently had a UTI, which I unfortunately suffer from semi frequently. Being able to access the antibiotics I needed in a very short amount of time, for a very reasonable price, allowed me to start Treatment for the UTI much sooner, which in turn led to a quick recovery. If I had to wait to see my GP the UTI would most likely have become much worse and I would have probably had to present to ED.

Allowing basic scripts to be purchased without the need for a phone consultation has allowed me on multiple occasions to gain medicine I needed in a very short space of time. To insist that all consultation must be undertaken over the phone would not only increase the cost of the service but would also increase the wait time to start treatment/medication.

Please reconsider any changes and understand that this service is greatly needed and is very important to lots of people.

Kind Regards

[REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Sunday, 22 January 2023 6:00:41 PM

---

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To whom it may concern,

My father and I both live with chronic health issues. My father has severe agoraphobia to the point that he has not been able to leave the house for several years. Having access to non addictive medication delivered to his door means that instead of suffering through Covid19 and other ailments he can be treated within the safety of his own home.

I suffer with panic attacks and chrohns which also means I am stuck at home with no access to medication quite frequently.

We use telehealth every few months to speak with our GP and as both of us are on centrelink we can't afford a visit to our doctor AND pay for our medication.

This service has been a miracle for us.

Please do not take this valuable and potentially life saving initiative away from us

Regards,

[REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Monday, 23 January 2023 11:15:27 AM

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CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi,

Regarding the request for input for consideration to revise telehealth guidelines, I would like to share a story with you.

I was recently violently ill and as a male, I resisted the urgent to see medical help. My condition worsened before my wife insisted that I see a GP. I live in [REDACTED]. A beautiful and barely 'remote' part of Australia. Upon contacting nine (9!) different clinics to schedule a consultation, the quickest I could see a doctor was in 3 weeks. Many of the clinics weren't "taking new patients" and as I'm a fit male with limited reasons to frequent a clinic, I didn't have a relationship with one to leverage for a consultation. One of the clinics I phoned had availability in 7 weeks however indicated that if I was sick today, that may not work.

After pushing through the illness and spending over 10 days on the couch as condition worsened, it was the day of my appointment. I passed out at least twice enroute to the clinic and again at the medical practice. I was so weak and dehydrated that the Dr couldn't pinpoint the cause of my illness. After sticking me on some antibiotics and asking me to come back when they could next fit me in. This again was 2 weeks later. The out of pocket to see the GP was \$65 on top of them taking the Medicare rebate. I work however this is a huge out of pocket amount. When I challenged the receptionist for the large cost she said if you want it free, go to ER next time but be prepared to wait at least 8h to see a Dr.

This is just a small example of the struggles for those accessing quality care outside of Metro hubs. Telehealth services are critical to compliment the over-loaded healthcare system. Please don't be so caught up by the AMA's antics of saying that Telehealth is bad for the sector. It was vital through COVID-19 and continues to be a complementary service to what bricks & mortar clinics can offer to community.

If you would like to discuss this, my contact details are below.

Regards,

[REDACTED]



**From:** [REDACTED]  
**To:** [medboardconsultation](mailto:medboardconsultation@instantscripts.com.au)  
**Cc:** [info@instantscripts.com.au](mailto:info@instantscripts.com.au)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Tuesday, 24 January 2023 12:11:24 PM

---

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Dr,

I would like to express support for the Instant Scripts on line service.

I found myself in a difficult position without a regular medication whilst travelling through Brisbane airport. I sought the help of the airport pharmacist who recommended Instant scripts and within minutes of registering with Instant scripts I was in receipt of an on line Rx and the medication was quickly provided by the pharmacist and subsequent relief of discomfort and anxiety for myself. I can absolutely assure the Medical Board that the medication requested was not an analgesic or benzodiazepine etc.

I strongly support the on going service provided by Instant Scripts.

[REDACTED].

**From:** Suja from InstantScripts  
**To:** [medboardconsultation](mailto:medboardconsultation@ahpra.gov.au)  
**Subject:** Re: [grp-contacts] Consultation: revised telehealth guidelines  
**Date:** Tuesday, 24 January 2023 12:31:06 PM

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This message was sent to the following 2 people: [REDACTED],  
[medboardconsultation@ahpra.gov.au](mailto:medboardconsultation@ahpra.gov.au). Replying to this email will notify them.

Hi [REDACTED],

Thank you for taking the time to share your story with us.

We sincerely appreciate your support.

Kind regards  
The InstantScripts team

**Suja**  
InstantScripts

On Tue, Jan 24, 2023 at 12:11 PM, "[REDACTED]" > wrote:  
Dear Dr,

I would like to express support for the Instant Scripts on line service.

I found myself in a difficult position without a regular medication whilst travelling through Brisbane airport. I sought the help of the airport pharmacist who recommended Instant scripts and within minutes of registering with Instant scripts I was in receipt of an on line Rx and the medication was quickly provided by the pharmacist and subsequent relief of discomfort and anxiety for myself. I can absolutely assure the Medical Board that the medication requested was not an analgesic or benzodiazepine etc.

I strongly support the on going service provided by Instant Scripts.

[REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Friday, 27 January 2023 10:57:15 AM  
**Attachments:** [REDACTED]  
**Importance:** High

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**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi,

I just wanted to quickly email you regarding the revision of telehealth guidelines in regards to Instascripts and to urge you to please consider not just people like me but our whole community as your decision will have significant repercussions to our future health and how we can self-manage (with the support of instascripts) in the absence of regional doctors.

In November 2022, [REDACTED] Medical Clinic abruptly shut its doors and declared bankruptcy. Forcing thousands of people in our community and surrounding communities to try to manage our health with nothing but the chemist and the emergency room. While other doctors in our area tried their best to accommodate the influx of additional patients left abandoned by [REDACTED] many, including my family, are still on a wait list to be accepted by a GP.

My husband suffers from Mild Cognitive Impairment, high blood pressure, high cholesterol and is pre-diabetic. Our Transgender son suffers from anxiety and is medicated daily for his diabetes. I have high blood pressure and adenomyosis and have recently had an ablation which was unsuccessful. I am unable to get a referral to go back to my gynecologist as I am waitlisted for a GP. During this time, we have at least been able to access our regular medication through instascripts and would not know how we would manage if it were not for this service.

There are over 30,000 people living in [REDACTED] and a further 20,000 in the surrounding areas that have been affected by [REDACTED] closing. We are just one community. Please consider us when making decisions about the health of our community.

If you would like to discuss this matter further, please contact me on this email.

Kindest regards,

[REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

**From:** Maria from InstantScripts  
**To:** [medboardconsultation](mailto:medboardconsultation@ahpra.gov.au)  
**Subject:** Re: [grp-contacts] Consultation: revised telehealth guidelines  
**Date:** Friday, 27 January 2023 11:00:11 AM

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This message was sent to the following 2 people: [REDACTED],  
[medboardconsultation@ahpra.gov.au](mailto:medboardconsultation@ahpra.gov.au). Replying to this email will notify them.

Hi [REDACTED],

Thank you so much for email.

I have passed this onto our management team and someone will be in touch with you shortly.

Kind regards,  
Maria

**Maria**  
InstantScripts

On Fri, Jan 27, 2023 at 10:57 AM, [REDACTED] wrote:  
Hi,

I just wanted to quickly email you regarding the revision of telehealth guidelines in regards to Instascripts and to urge you to please consider not just people like me but our whole community as your decision will have significant repercussions to our future health and how we can self-manage (with the support of instascripts) in the absence of regional doctors.

In November 2022, [REDACTED] Medical Clinic abruptly shut its doors and declared bankruptcy. Forcing thousands of people in our community and surrounding communities to try to manage our health with nothing but the chemist and the emergency room. While other doctors in our area tried their best to accommodate the influx of additional patients left abandoned by [REDACTED], many, including my family, are still on a wait list to be accepted by a GP.

My husband suffers from Mild Cognitive Impairment, high blood pressure, high cholesterol and is pre-diabetic. Our Transgender son suffers from anxiety and is medicated daily for his diabetes. I have high blood pressure and adenomyosis and have recently had an ablation which was unsuccessful. I am unable to get a referral to go back to my gynecologist as I am waitlisted for a GP. During this time, we have at least been able to access our regular medication through instascripts and would not know how we would manage if it were not for this service.

There are over 30,000 people living in [REDACTED] and a further 20,000 in the surrounding areas that have been affected by [REDACTED] closing. We are just one community. Please consider us when making decisions about the health of our community.

If you would like to discuss this matter further, please contact me on this email.

Kindest regards,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

☐ [REDACTED]  
☐ [REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Monday, 30 January 2023 2:54:39 AM

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**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

#### To Whom It May Concern

I have been asked as a customer of InstantScripts, to share my story with the Medical Board with regards to accessing online prescriptions and healthcare. I have an extremely injured back from having an epidural during childbirth and other degenerative issues. It is agonising to stand and sit for longer than 5 or 10 minutes. I go from bed to chair to bed again due to debilitating pain. It is extremely traumatizing for me to get dressed and travel by car to the doctor's surgery and then sit for sometimes up to 45 minutes in a doctors office and I get very agitated and stressed. After thre doctors appointment, I can be in bed for a few days and I am trying to avoid that.

The InstantScripts site that I've been using is for my Thyroxine and blood pressure medication helps my stress levels SO much..I get my blood pressure monthly and I get two scripts of Thyroxine yearly. I go to my own doctor to get my blood pressure and bloods checked twice a year. For the rest of the time I get my prescriptions filled through these doctors on this very helpful site. I get very depressed leading up to when I have to go out to the doctor's surgery, but I know I have to endure it. To introduce these new guidelines, it means I would have to do this trip every month, month after month, just for my blood pressure meds only. I have been on them for 17 years and am stable on them. My blood pressure is under control. I am housebound due to pain and the changes would impact my mental health greatly.

InstantScripts allows me the break between visits and this is important because just getting through every day is very hard for me. I used to be a very active person with a career and interests. I now am housebound and really need this service in between my own doctor's visits. Please do not take this relief away from me. With the cost of having to have a telehealth appt every month just for the same medication would prove very costly to me when I'm not able to work. I can now fill out the online form and access my blood pressure meds monthly without the large cost. Then go to my doctor here and there to get the blood pressure checked and a general blood test,

I am just writing this to let you know the changes would impact my life greatly. Thank you for reading this and for your time.

[REDACTED]

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Email sent using Optus Webmail

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: Revised telehealth guidelines  
**Date:** Monday, 30 January 2023 10:38:18 AM

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**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

I refer to the discussion paper circulated by the Medical Board regarding **Revised Telehealth Guidelines** and would like to make the following comments. These comments are based on my experience as a community member with a chronic, but stable medical condition, requiring ongoing medication. My comments are particularly directed to the section regarding "**Prescribing or providing healthcare for a patient with whom a doctor has never consulted.**"

The notion that as a patient will see the same doctor when needing further prescriptions is somewhat fanciful in regional areas where large commercially driven clinics proliferate. Wait times to get an appointment for repeat prescriptions can stretch into many weeks and even when one arrives for an appointment wait time in the surgery can stretch to an hour. I have rarely been able to see the same doctor and a 15-minute appointment time does not really provide for the different level of care asserted to in the paper. My experience here over more than 10 years attending medical appointments has been a few questions (far less than the online digital consultation) followed by a blood pressure check and then a script renewal is provided.

In relation to digital consultations, or medical questionnaires as they are referred to in the paper, no data is provided to back up the view that is expressed regarding potential misuse or danger and appear to be just an expressed opinion on this matter. As someone who has used a digital consultation regularly, I have found that there are more detailed questions on the digital form than I have ever been asked orally in a surgery face to face. The medical practitioner reviewing these also has the opportunity to check by calling if anything requires further investigation.

The Federal health Minister has gone on record recently in an interview with the ABC's 7.30 program where he stated the GP system is in "the worst shape it's been in". A separate review also highlighted that less than 50% of medical practices provide bulk billing. The changes proposed would force patients who require regular prescription medication back into this broken system and place them at far greater danger of non-compliance than any issues with misuse of medication. They would also increase patient costs at a time of already spiralling inflation.

In summary the recommendations in this section seem to just be the view of the Board and do not reflect the reality in the community for patients and the overburdened GP resources. I also find it overly patronising of patients as responsible individuals in decision making regarding their medical care and how it is delivered. The use of digital consultations for repeat prescriptions works well and I find it an excellent way to maintain

and continue regular required medication. At a time of crisis in GP services it is also timely, convenient, and cost effective for patients, while assisting free up GP resources for more important patient issues. A more digitised approach to healthcare is the way of the future and clearly expected by the community. The board should reflect more on this and how to facilitate this change.

I can be contacted at this email address or mobile [REDACTED] if further information is required.

Kind regards

[REDACTED]

[REDACTED]

[REDACTED]



**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Monday, 30 January 2023 10:50:19 AM

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**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Good Morning

I live in rural NSW and have found the InstantScript site extremely helpful as we do not always have a doctor in our town or we cannot get appointments for quite some time. I have used this site a few times which has been extremely helpful for my conditions. As I do not need to see a doctor for this but am able to get a script very quickly and get on top of the condition as soon as possible, saving time and money for myself and not clogging up the doctors surgery with easily treatable conditions.

I would be very disappointed to see changes to this facility.  
It is not always easy to get in touch with a doctor for ourselves, let alone for the doctor to contact a website to get a script.

I am hoping the Medical Board of Australia will think seriously about changing any conditions to the InstantScripts website as it has been extremely helpful for myself and my family.

Regards

[REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Tuesday, 31 January 2023 12:28:09 PM

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**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Good morning,

I am a mental health nurse with a number of generally well managed chronic physical and mental health conditions. I am only able to work part time due to my health and commitments to my children. On occasion I require dispensation of prn medications at unpredictable times - this is simply the nature of my conditions. My doctor, who used to be bulk billing, now requires full fee even for a telephone appointment. I can't afford this. It is incredibly restrictive. InstantScripts on many occasions now has managed to save the day for me.

I find it quite disturbing that doctors are pushing against this service. If InstantScripts were prescribing opiates or benzodiazepines, sure, that would be problematic, but this isn't the case. It is a service that cuts through queues and provides a very consumer friendly resource. This is no threat to the medical profession. If anything, it may cut down on some of the pressure experienced in general practice.

Regards

[REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Thursday, 2 February 2023 10:21:02 AM

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**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To the Medical Board of Australia,

(Add your response here)

Thank you,  
(Your name here)

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Access to prescriptions online forms  
**Date:** Thursday, 2 February 2023 10:28:44 AM

---

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

I am against the proposal to restrict the use of access to prescriptions on online forms.  
Regards

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Thursday, 2 February 2023 10:34:28 AM

---

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To the Medical Board of Australia,

I'm in my mid-sixties and on occasions have been unable to get an appointment to see my own Dr or indeed any doctor in his surgery. On more than three occasions last year 2022 I have had to use Instascript for medical assistance.

With the state of our healthcare system at the moment it would make absolutely no sense to take away such an important healthcare service. The service is professional and also caring in looking after their patients.

Thank you,

[REDACTED]

[REDACTED]

Sent from my iPhone

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation  
**Date:** Thursday, 2 February 2023 10:35:30 AM

---

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Leave the system alone. It works fine as it is.

Regards

[REDACTED]

[REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Thursday, 2 February 2023 10:35:54 AM

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**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To the Medical Board of Australia,

Ceasing the ability to access scripts online is nothing short of ridiculous & cruel. A lot of us do not have the accessibility to visit doctors let alone get appointments for regular scripts. Why would anyone try to take this human right away? With the rising cost of living, transportation & doctor's fees, very soon Australia will be facing an extraordinary health crisis. Please consider the impact of removing online access to medical care?

Thank you,

[REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Thursday, 2 February 2023 10:36:08 AM

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**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To the Medical Board of Australia,

Online scripts have changed my life. I am immunocompromised and tend to pick up random infections that used to require trips to my GP all the time. Now I can be away for work, go on holidays, generally, I can do what I need to do in my life and if I get an ear infection, or pick up a chest infection, 15 minutes on the phone I can have a script and go about living my life. Removing online script access would be a giant step back for Aussies like me. Whilst generally see my GP quarterly for a full check-up anyway, this new use of technology to handle a basic medicine process has been revolutionary. As they say, if it isn't broken, don't try to fix it.

Thank you,

[REDACTED]  
[REDACTED]



**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** RE: 'Consultation: revised telehealth guidelines'  
**Date:** Thursday, 2 February 2023 10:36:34 AM

---

I rely on Instantscript as a reliable convenient service when going to a GP is impractical or outside of office hours.

As a health worker myself I understand the importance of quality health care and have always been impressed by the level on in depth questioning and follow-up received by Instantscripts.

The health system needs major upgrades to bring it in line with patient expectation in 2023 and I believe Instantscripts is integral to this.

Many thanks

[REDACTED]  
[REDACTED]  
[REDACTED]  
  
[REDACTED]  
[REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Thursday, 2 February 2023 10:37:03 AM

---


CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To the Medical Board of Australia,

I think it's an absolutely fantastic idea that you're able to receive prescriptions with on line especially when it's hard to get into a doctor. Also if doctor practitioners are closed. When it's possible for a pharmacist to be able to help you. I hope this good idea does not go  
(Add your response here)

Thank you,  
(Your name here)

Sent from my iPad

**From:**   
**To:** [medboardconsultation](#)  
**Subject:** Online prescriptions  
**Date:** Thursday, 2 February 2023 10:37:44 AM

---

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi!

I just wanted to send feedback about the proposed change to online prescriptions. I have a chronic condition that I have had for over 10 years that flares up very quickly and unexpectedly and is resolved quickly with medication that I can't get an ongoing prescription for. I have seen doctors and specialists in person for this for years and the outcomes have never resulted in anything more than the same prescription I get online.

Having the option to request it online and answer the same questions a doctor would ask me (in fact, usually more) saves me time, gets me almost immediate treatment, saves me money and saves GP resources. Calling short notice for an appointment I'm often needing to wait for more than a day in extreme discomfort to essentially tell the doctor "I need this", have them scribble it out and leave with a \$80 charge.

Online prescriptions have had a huge positive impact on my life.

There is no reason to make health care more difficult for people, and things like birth control or basic antibiotics especially should not be jamming up our medical centres and costing a lot of money.

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Thursday, 2 February 2023 10:37:52 AM

---

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Good morning,

I strongly object to the proposed restrictions being made.

It is essential service for prescriptions to be accessed through online forms. You will only disadvantage rural Australians even further due to the trouble we already have accessing doctors and prescriptions due to distance, unavailability and cost. This disadvantage already has an impact on our MENTAL health, physical health and livelihood. Please do not make access to health care and prescriptions any harder for rural Australians than it already is.

Regards

[REDACTED]

Sent from my iPhone

**From:** Suja from InstantScripts  
**To:** [medboardconsultation](mailto:medboardconsultation@ahpra.gov.au)  
**Subject:** Re: [grp-contacts] Consultation: revised telehealth guidelines  
**Date:** Thursday, 2 February 2023 11:40:04 AM

---

This message was sent to the following 2 people: [REDACTED],  
[medboardconsultation@ahpra.gov.au](mailto:medboardconsultation@ahpra.gov.au). Replying to this email will notify them.

Hi [REDACTED],

Thank you for taking the time to share this with us.

We sincerely appreciate your support.

Kind regards,  
The InstantScripts team

**Suja**  
InstantScripts

On Thu, Feb 2, 2023 at 10:37 AM, "[REDACTED]" [REDACTED] wrote:

Good morning,

I strongly object to the proposed restrictions being made.

It is essential service for prescriptions to be accessed through online forms. You will only disadvantage rural Australians even further due to the trouble we already have accessing doctors and prescriptions due to distance, unavailability and cost. This disadvantage already has an impact on our MENTAL health, physical health and livelihood. Please do not make access to health care and prescriptions any harder for rural Australians than it already is.

Regards

[REDACTED]

Sent from my iPhone

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Thursday, 2 February 2023 10:42:52 AM

---

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To the Medical Board of Australia,

I think it's great having the ability to access scripts for basic care needs. I have used this service to gain a script for a UTI on a weekend. The community would be out at a disadvantage by taking this platform away.

Thank you,  
(Your name here)

Thanks [REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Thursday, 2 February 2023 10:43:08 AM

---

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello,

I am writing today in support of being able to access medication and healthcare through online platforms such as InstantScripts.

I have been using their services over the last year or two and it has become an indispensable part of my ongoing healthcare routines. I have used it to order affordable blood tests, checkups, STI screening and treatment.

It is extremely hard to actually see a GP at the moment, this has become very costly and inconvenient even when you are able to get a booking. I think it would truly be unconscionable to take this service away from Australians that have come to rely on the affordable and accessible care provided by online platforms such as InstantScripts.

I really would be avoiding and putting off my healthcare needs the last 12mo if I didn't have instantscripts. Please don't change the rules, I really need to keep accessing care through this.

Kind regards,

[REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Thursday, 2 February 2023 10:43:25 AM

---

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To the Medical Board of Australia,

I am writing to express my view on the proposed changes to online scripts and medical advice forms. Prior to finding out about and using the online forms to access scripts, I felt totally alone and abandoned by the medical system.

I live in a rural area where the closest doctor is 30 mins drive, we are rarely able to get an appointment and often wait 3 weeks to be seen. When my child has an ear infection we simply do not have a choice. I do not want to sit at the hospital ED and clog their waiting times when I am in need of a simple script.

Knowing the online form of care is there, so convenient and accessible, I don't know why it would need to change.

As a parent I can breathe easy knowing help is only a phone call away.

Please don't change the accessibility. It is all we have.

Thank you,  
[REDACTED]

Sent from my iPad



**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Thursday, 2 February 2023 10:43:29 AM

---

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To the Medical Board of Australia,

We really need to support this service.

I had a media condition on a Sunday and it's not easy to see a doctor on Sundays.

So this device was a big help.

(Add your response here)

Thank you,

[REDACTED]

Sent from my iPhone

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Fw: Have your say to the Medical Board of Australia  
**Date:** Thursday, 2 February 2023 10:43:30 AM

---

Hi Guys

If the following is true i am just wondering, why would you take this service away for?

Do you guys realise how much time this service saves to get my regular blood pressure medicine refilled?

This just means that doctors and public medical centres will be more clogged up with people who simply don't even need a doctor at all but need to pointlessly go in there to have their regular medications re-scripted.

This is now regression and going backwards.

[REDACTED]

---

**From:** InstantScripts <health@instantscripts.com.au>  
**Sent:** Thursday, 2 February 2023 10:27 AM  
**To:** [REDACTED] <[REDACTED]>  
**Subject:** Have your say to the Medical Board of Australia

[InstantScripts](#)



[Scripts](#) [Telehealth Consultations](#) [Medical Certificates](#) [Pathology](#)

To Our Patients,

Your access to convenient and affordable online healthcare is being challenged by a proposal from the Medical Board of Australia.

The Medical Board of Australia is proposing to introduce restrictions on the ability for Australians to access prescriptions through online forms.

These restrictions would mean you would be unable to access a prescription via an online form without also speaking directly to a doctor. The impact of this will result in additional costs and reduced accessibility of your healthcare. This will especially disadvantage Australians who live in areas where access to doctors is limited.

The Medical Board of Australia is [seeking feedback from the public](#) about these proposed changes.

We invite you to write and send your own submission to the Medical Board of Australia. You can do so by emailing written submissions marked 'Consultation: revised telehealth guidelines' to [medboardconsultation@ahpra.gov.au](mailto:medboardconsultation@ahpra.gov.au) by close of business on Friday 17 February 2023.

We thank you for your support.

The InstantScripts Team

[Icons](#)



[App store](#)



[Google Play](#)



We are committed to protecting your personal information and your right to privacy. To view our Privacy Policy click [here](#).

To view our full Customer Terms and Conditions see [here](#).

To view our full Platform Terms and Conditions see [here](#).

IMPORTANT: This message may contain private and confidential information that is the property of the intended recipient. If you are not the intended recipient, you should not disclose or use the information contained in it. If you have received this email in error, please delete this email.



**InstantScripts**

Level 19/644 Chapel St, South Yarra VIC 3141, Australia

[Forward](#) | [View online](#) | [Unsubscribe](#)

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** 'Consultation: revised telehealth guidelines'  
**Date:** Thursday, 2 February 2023 10:47:41 AM

---

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi there,

I am a 29 year old senior public servant from [REDACTED] with 5 years experience in state health departments. I have dealt with mental illness for the majority of my adult life, for the most part very successfully although like anything in life it ebbs and flows. A key symptom of my anxiety is nausea, which to me is quite crippling in its impacts of living my day to day life. For the past 2 years I have been a client of instantscripts, a website where you can access e-scripts for certain medication and collect it at your chosen pharmacy. This has huge benefits to me as I can: avoid going to a GP who will charge me more than the instantscripts fee not to mention the inconvenience of travelling to and finding an appointment in the current climate and I have easy access to the anti-nausea medication that works for me when I need it (ondansetron 4mg). I have recommended this service to my close family who have used it for medications such as UTI antibiotics and beta blockers. These family members loved the service.

Services like these are the way of the future, instead of trying to block these types of services they should be expanded and the cost lowered to enable Australians to access the medication they use in their day to day lives without the egregious cost and inconvenience of visiting GPs in person. Medications like contraceptives, anti-nausea, blood thinners etc are all common medications that do not require an in-person visit to a GP to gain access to them.

In the current climate access to GPs is severely limited and this is a rapidly ageing service delivery model, I would advocate for the expansion of Telehealth nationwide as a standard medical service, introduce the ability for pharmacists to prescribe medication and allow private companies to operate in this space during the transition so people like me (and many others) can get on with living their lives.

Doctors relying on in-person GP service models need to stop living in the past and embrace the future, yes their profits will take a hit but I think this is a sacrifice most Australians would be willing to make in exchange for more convenient, safe, accessible medication.

Thank you for reading my submission,

[REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Thursday, 2 February 2023 10:51:03 AM

---

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello,

Please do not take away our ability to access healthcare and prescriptions online. I have depression and anxiety and when I have to speak to anyone, including doctors I get very anxious. It's also time inclusive and cheaper than seeing my doctor now that bulk billing is gone.

Thank you for considering my feedback.

Regards,

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** "Consultation: revised telehealth guidelines"  
**Date:** Thursday, 2 February 2023 10:53:39 AM

---

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

I have been an asthmatic for well over 50 years and diagnosed with COPD in 2017, I have found the instant scripts so much more convenient than going to a GP. I would love to have the same GP for a significant amount of time so they could get to know my Asthma but that hasn't been the case for a long time now. The Doctor I spoke to so that I was able to access the instant script service was very thorough in asking my asthma background and also advised me to see my GP to review my Asthma plan. Im sure I will use it when we are travelling as well, I am usually good at keeping my scripts up to date but got sick recently and did not have the energy to got to my GP to renew them so I used instant scripts.

I have used the service a couple of times and hope to use it in the future,

Kind Regards,

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Thursday, 2 February 2023 10:55:35 AM

---

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To the Medical Board of Australia,

The ability to obtain a Medical Certificate for sick leave is invaluable. Not having to make an appointment which is probably not available for several weeks reduces stress not only for the patient, the medical system as a whole benefits from less minor cases of sickness not clogging up waiting rooms in the hospital or GPs offices.

Thank you,

[REDACTED]  
[REDACTED]  
[REDACTED]



**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Thursday, 2 February 2023 10:57:31 AM

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**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi There

I'm writing to letting you know that how important the ability to access prescriptions medicine through online.

Me and my partner both use the service and with the busy schedule we both are on, it is really a convenient to have an online prescription option without making an appointment to a GP which may be few days to book in for an appointment.

The access to prescriptions medicine online is a great service and we will continue to use the service.

Regards

[REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#); [Dan.Repacholi.MP@aph.gov.au](mailto:Dan.Repacholi.MP@aph.gov.au)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Thursday, 2 February 2023 10:59:52 AM

---

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To the Medical Board of Australia,

I urge you to retain the current telehealth system.

I am an older Australian living alone in a regional area where our local hospital has ONE doctor on duty ONLY during business hours Monday to Friday. Not on weekends or public holidays. While there are GPs they were closed for extended periods during the public holiday periods.

Telehealth has been invaluable allowing me access to advice and prescriptions when I've been ill and highly infectious during public holidays and weekends including Covid and Strep infections

The service allowed me to get the medical assistance I needed without burdening already over-stretched hospital and ambulance services.

It has also allowed me to access specialist appointments without driving hours to a major city.

It makes no sense to discontinue telehealth.

This is one of the few parts of our health system operating efficiently don't take it away.

Thank you,  
[REDACTED]

Sent from my Galaxy

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Online prescriptions  
**Date:** Thursday, 2 February 2023 11:02:11 AM

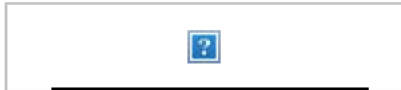
---

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello I wish to ask that you keep the online prescriptions open to Australians. With the short fall of doctors and waiting up to 3 weeks to see a doctor the online prescription is needed. If you didn't have this service our hospitals will be taking on the excess of people unable to get in to see their doctor.

Regards

[REDACTED]



[REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Thursday, 2 February 2023 11:10:20 AM

---

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi,

Please do not force people to see or speak to a doctor to obtain online prescriptions. The whole point of online prescriptions is to be able to obtain scripts for medicines you use regularly or have used before without having to see a doctor (since you would have seen someone to get the initial script). I live in Gladstone, QLD, and there are NO bulk-billing doctors. So without online prescription services, every time I want a script for a common medicine used regularly, I would need to pay about \$50 out of pocket and wait until I can get in to see a doctor. Online prescription services are convenient and save money for those who can't easily access a doctor and/or have to pay out of pocket every time. Thank you,

[REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Thursday, 2 February 2023 11:10:33 AM

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CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To the Medical Board of Australia,

I would like to appeal the proposed decision to restrict Prescription Online Providers from making prescriptions available to the public.

I am in an area where the access to Gp's is at least a 3week wait time. I myself have 4 x monthly scripts for chronic conditions and I have a child with ASD who requires a range of medications also. We are often faced with the circumstance of not being able to get into a GP appointment and rather than presenting to an Emergency Department to get a script, we utilise the online Prescription service a lot, especially in the current Covid crisis.

I implore you to keep this access available, especially those with a disability. My daughter at times has refused to attend a Gp practice due to her anxiety, being on the Spectrum and this service is priceless.

Thank you,

[REDACTED]

Sent from my iPhone

**From:** [REDACTED]  
**To:** [REDACTED]; [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines'  
**Date:** Thursday, 2 February 2023 11:12:37 AM

---

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Medical Board,

Recently I experienced abdominal pain and fever and an unusual ache in my bladder. Having suffered previously from silent UTIs, I suspected a urinary tract infection. To complicate matters, I realised I may have had the infection for a few days without recognising it.

Unfortunately it was 7pm and all the myriad GP clinics near and further were closed. Medical centres were fully booked or without a doctor.

I was feeling very unwell and this service was so helpful. It prevented me from having to present to an Emergency Department, which would have been less than ideal.

Given that after hours service is almost non-existent, I urge you to consider the benefit this service provides. Preventing a kidney infection or sepsis due to unanticipated delay is vital.

If GPs were available in the evening or at night - and affordable, and pharmacies were open, maybe Telehealth would not be as vital. BUT currently I have to wait to get an appointment with my own GP and sometimes for an unknown doctor; and that is during the M-S day hours.

Kind regards,

[REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Thursday, 2 February 2023 11:26:03 AM

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CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To the Medical Board of Australia,

In light of recent significantly limited bulk billing GP visits, it now prevents me from making appointments with my chosen GP for new written/electronic prescriptions. Let alone long consultations. I'm a low income earner and I feel unfairly discriminated by the increases to a GP visit - I do not accept that GPs are suffering from the CPI increases in the same way that it impacts on low income earners.

The system provided by companies such as InstantScripts fills an urgent and necessary gap in the general medical space and should be considered as a good, equitable social justice practice to support all those Australians

Thank you,

[REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth  
**Date:** Thursday, 2 February 2023 11:28:48 AM

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**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To whom it may concern,

I am writing to express my appreciation for the convenient and professional service of InstantScripts. I recently had to access this service due to a waiting period of three weeks to be able to see my doctor. The continuation of the medication I am on is vital for my health and well-being. To be able to access the InstantScripts services enabled for this to occur. I am sure I am not the only person who leaves refills of scripts to the last minute and when you realise you do not have any repeats. The cost of accessing this service was also reasonable.

I have been made aware The Medical Board of Australia is proposing to introduce restrictions on the ability for Australians to access prescriptions through online forms, being unable to access a prescription via an online form without also speaking directly to a doctor.

I understand the importance of ensuring the safety and quality of healthcare services, but I believe that the proposed restrictions would not achieve this goal, but instead would negatively impact the accessibility and affordability of healthcare for many patients like myself.

I kindly request that The Medical Board of Australia reconsider its proposed restrictions on online prescription access and find alternative solutions that would address the safety and quality concerns without compromising the accessibility and affordability of InstantScripts.

Yours sincerely,

[REDACTED]



**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Thursday, 2 February 2023 11:31:18 AM

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CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To the Medical Board of Australia,

I am a 68 yr registered nurse who works shift work and have worked right through Covid.

I honestly could not have survived without Instant Scripts which offers a range of services including medication scripts, doctor consultations.

There is a crucial role for this service which not only ensures the welfare of people like myself but frees up emergency departments which is where people have to go out of hours.

This is a double edged sword as it involves being triaged and often periods of several hours waiting to be attended to as non urgent.

Instant Scripts delivers a valuable and essential service in our Community. It has checks and defaults in place and is safe to use.

I beg of you - Please don't put into place any regressive "bans" or "restrictions" on this service.

I am happy to discuss this matter further with you.

Thank you,

[REDACTED], Victoria

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Thursday, 2 February 2023 11:33:25 AM

---

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To the Medical Board of Australia,  
Going to a doctors clinic for a repeat prescription, and wasting at least an hour of my time before see the doctor, and then to only to sit there for at most a couple of minutes, just to get a refill is really annoying not to mention how expensive to see a doctor. When instant scripts came available, it has been the best thing, you do it at night or whenever and you are relaxed.

Thank you,

[REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Thursday, 2 February 2023 11:36:48 AM

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**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To the Medical Board of Australia

Think about patient convenience for once - instead always about doctors earnings!

Thank you,

[REDACTED].

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Thursday, 2 February 2023 11:37:54 AM

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**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To the Medical Board of Australia,

Telehealth practitioners have greatly increased my access to medical care. Often i have been unable to get appointments at local clinics without having to wait multiple months to get an appointment. When I go get an appointment it is very rushed and I have not gotten the care I need. With telehealth I have been able to get prompt medical advise and follow-up pathologies and have received a standard of care as good as face to face appointments. Restricted access to this service will result in less care and more adverse outcomes.

Thank you,

[REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Thursday, 2 February 2023 11:39:36 AM

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**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To the Medical Board of Australia,

Please don't change the ability for me to access scripts online! I am on 2 medications that are lifelong. Every 3 months I have been required to have a doctors appointment simply to renew these scripts. This is costly (despite Medicare rebates) and unnecessary for these particular medications. Being able to access scripts online for a FRACTION of the cost, not to mention the convenience, is absolutely wonderful.

In the past, (for various reasons like work, travel and unexpected life events) I have had to see random doctors who don't know my patient history, simply to get a repeat prescription. The doctors happily write it with no question, and charge me around \$120 as a 'new patient' to do it.

This seems unfair and simply a perfunctory procedural requirement at MY expense. Access to my medications online is far more fair and reasonable. I know many, many other people are in a similar situation to me.

Obviously I believe access to certain medications online should be limited and require a doctor's visit, but I believe these limits are already in place for certain drugs.

Please don't take away my access to affordable and convenient prescriptions! It is truly a lifesaver.

Thank you,

[REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Access to telehealth  
**Date:** Thursday, 2 February 2023 11:41:06 AM

---

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Good Morning,

I understand that there is a threat to the ability to obtain a prescription using telehealth services. It would have been impossible for my husband and myself to receive a script for anti-virals in a timely manner when we both contracted COVID19. We were unable to obtain an appointment with any doctor for over a week by which time the anti-viral medication would not have been appropriate.

The online service was wonderful. The script was emailed within an hour and then the pharmacy delivered the medication to us in the car park, which meant we were not out in the community ( in medical waiting rooms ) while infectious.

In the current environment where it is very difficult to see a doctor face to face for any reason, I believe that the online services for routine scripts is an invaluable way of ensuring the community is supported while reducing the load on medical practices.

Thank you

[REDACTED]  
[REDACTED]

Sent from [Mail](#) for Windows

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Thursday, 2 February 2023 11:42:57 AM

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CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To the Medical Board of Australia,

I am disappointed to be informed that you are reviewing access to instant scripts.

It is virtually impossible to get into see your Doctor quickly since Covid.

Then if you're sick have a cough or temperature they do not want to see you.

I have used instant scripts for my current medication once or twice when the waiting list for my Dr was weeks away which was very convenient.

I feel by making instant scripts unavailable to the public online will only add stress to the hospital's and waiting lists for Doctors.

Thank you,  
[REDACTED]

Sent from my iPad

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Thursday, 2 February 2023 11:45:26 AM

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**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To the Medical Board of Australia,

The proposal under consideration, to revise telehealth guidelines so as to limit access of Australians to affordable medications without the need to attend a physician, is in my opinion a retrograde step. A few of the issues that should be considered include:

- There are controls in place to limit online over prescription.
- People in rural areas with limited access to medical services find online prescription of common medication convenient.
- New Zealand allows the purchase of medication to treat a UTI without a prescription.

Thank you, Linda

[REDACTED]



**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Response to consultation  
**Date:** Thursday, 2 February 2023 11:56:57 AM

---

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear AHPRA

Restricting access to scripts online without additional GP consultations will restrict access to essential medicines for everyone, given how difficult - & expensive- it is to even see a GP now.

If the said GP consultation has to be in person, it creates even worse problems for those most at risk from Covid-19 infections, because most GPs work out of offices with no ventilation or HEPA filtration, & don't wear N95s. Their waiting rooms are similarly unventilated & full of sick, unmasked people. You are more likely to get infected at the GP practice than almost anywhere else - except possibly hospital.

Your proposed change would be actively discriminatory against older people & anyone with chronic conditions like asthma or diabetes - many children, in fact. And also against people who don't have access to a GP or can't afford additional consultations.

Please do not do this.

Sincerely

[REDACTED]

[REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Thursday, 2 February 2023 12:01:40 PM

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To the Medical Board

Please leave online Medical telehealth services as they currently are. Our local clinic, which we have been patients for over 40years is totally booked everyday, when we ring for an appointment it's 2-3 weeks, sometimes more before we can see a doctor. Telehealth has been a big assistance to us, enabling us to speak to a doctor that day and get medication if needed that day.

It definitely has a place in today's lifestyle.

Thank you,

[REDACTED]

Sent from my iPhone

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Support of online script provision  
**Date:** Thursday, 2 February 2023 12:01:57 PM

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CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To whom it may concern.

I commenced using the online script service during Covid for my usual medications, as it was difficult to get GP consults - even phone consults. I am a 76 year old retired nurse, informed about this service by my young (25 year old granddaughter) who had had a problem with UTIs during the quarantine period and struggled to get ongoing GP consults.

I have continued to use this service for scripts - as I live in a regional area and my GP is in the nearest city (over 100ks away). I do see my GP for 6 monthly follow up but if something pops up in the meantime I use the online consult/script service and update my GP when I see him. With some of the issues that 'aged females' face this service has been a great assistance taking the fear away that you'll feel terrible and unable to get an appointment for a week or two.

I have used the service for anti-inflammatories ( after an an acute episode of an ongoing knee injury), antibiotics for a UTI and an acute episode of ( well investigated) diverticulum disease.

I only wish I knew of this service earlier and think it removes any concerns about a GP appointment if one has an acute episode of well defined symptoms.

I strongly support the ongoing availability of the conscript service.

Sincerely,

[REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Telehealth prescriptions  
**Date:** Thursday, 2 February 2023 12:02:43 PM

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To Whom It May Concern,

It is my understanding that you are considering provisions which would eliminate the ability for patients to access prescription without speaking to a doctor. I am opposed to such a broad categorisation when considering these restrictions. There are a number of routine "maintenance" and low-risk prescriptions that patients must maintain which do not require a personal contact with a physician to fulfill - beyond the normal course of routine schedule doctors visits.

Your proposed consideration of this change will result in additional costs and reduced accessibility of healthcare choices and delivery for patients. It will especially disadvantage Australians who live in areas where access to doctors is limited. Equally importantly, it serves to only maintain an increased level of demand on physicians time and services who are already in short supply and availability in the post-pandemic world.

The only possible justification for a change such as this is the interest of physician associations seeking to insure the ongoing maximised profit stream for their constituents. It makes little sense from a patient advocacy standpoint.

I respectfully request you do not enact these proposed changes. They would be a significant setback to advancing ease of access for millions of Australians.

Thank you for your time,

[REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation revised telehealth guidelines  
**Date:** Thursday, 2 February 2023 12:08:41 PM

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To whom it my concern,

I would like to submit to opposing of the revised telehealth guidelines which would restrict the obtaining a prescription via an online forum.

Recently I was sick with tonsillitis. It was a Sunday afternoon and I was looking after my 3 year old. To pack my sick self along with my son into the car and go sit in a medical centre for who knows how long would not be good for me or my young child.

If I waited to the follow morning to see my regular doctor my symptoms would have been much worse. To be able have a tele appointment with a doctor who was able to prescribe antibiotics was really a life saver.

Within the hour I had the appointment I was able to get the medication to start the process of getting well.

If the access to obtain a script online was taken away it would affect many people in so many ways.

Yours sincerely

[REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised Telehealth guidelines  
**Date:** Thursday, 2 February 2023 12:08:50 PM

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CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

As someone who has had ongoing arthritic pain and a thyroid condition for 20 years, and being that my body is my body, my choice to access medication should be just that. I don't need to waste half my day waiting in a dr's surgery for a GP to simply re-issue medication, this is outdated, costly and pointless. Not having access to the current online subscriptions means that more than often I will go without as I do t have the time nor need or want to physically attended a surgery to sit around with sick people and pay a GP for simply printing out a script! Let people decide for themselves and stop treating adults like idiots or children.

[REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** INSTANTSCRIPTS  
**Date:** Thursday, 2 February 2023 12:09:06 PM

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CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

I have used this service on 3 occasions.

1. It is easy to access.
2. Timely responses - within half an hour
3. Professionally handled: ie appropriate history and questioning to
4. Script sent directly to local pharmacy
5. Pathology request supplied
6. Followup
7. Can be accessed from anywhere

This is a far superior service to that provided by my general practitioner.

I was a registered nurse and have a good understanding of my health needs and know when it would be best to see my GP for broader assessment and possible referral

[REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Telehealth  
**Date:** Thursday, 2 February 2023 12:15:41 PM

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I live outside Sydney metro. I'm unable to access a GP in my current location (blue mountains), so all my health care continue to be met by my long term GP and his practice in South Western Sydney. Without telehealth it'll be near impossible to receive the care and prescriptions that my partner and myself need.

It'll be inconceivable to have to relinquish my GP when I can't hardly get an appointment for 3 years now in my current location. It may seem unbelievable but it is true.

Please continue to provide telehealth. Also the current infection rates makes it harder to attend poorly ventilated practices with loads of sick people. For those of us immuno compromised telehealth is a life saver



**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Thursday, 2 February 2023 12:39:24 PM

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**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To the Medical Board of Australia,

Please let people use instascripts. I do not have time to see a doctor every time I need a script. Most of it is basis stuff.

Any attempt to block that is money hungry grab by rich doctors who want to block access to affordable healthcare.

Thank you,

[REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Online Form Input  
**Date:** Thursday, 2 February 2023 12:47:23 PM  
**Attachments:** [image001.png](#)

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**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello,

I would like to provide input into access to prescriptions through online forms.

I've recently used the Instascript service and found it extremely beneficial to getting a script extension for medication I am already taking (anti-depressants). Having a system where you use a form but then also have a short conversation with the doctors via telephone works extremely well for me.

Best,  
Nick



**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Thursday, 2 February 2023 12:57:33 PM

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CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To the Medical Board of Australia,

I have recently moved to a regional area from a capital city and have found it very hard to access a GP, particularly one who bill bills. I haven't been able to find a bill billing doctor at all, so now have to fork out money just to get a repeat prescription. This is particularly restarting as, in these GP consultations, no physical exam is consisted. I barely sit down before I'm walking out with a piece of paper. Online Telehealth, especially online repeat prescription services, have not only helped financially, but also time wise (as I don't have to take time off work to attend an appointment).

Please consider people in rural/regional areas where doctors are hard, and expensive, to find.

Kind regards,

[REDACTED]

Sent from my iPhone

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Thursday, 2 February 2023 1:04:17 PM

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**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To the Medical Board of Australia, Hello, when I have been bed ridden with a migraine and do not want to liaise with anyone or attend to Drs, this service has been amazing to me for quick response and treatment, allowing my family to fill my migraine script allowing me to rest and recover. The service is necessary to most people. Thank you, [REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Thursday, 2 February 2023 1:04:55 PM

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CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To the Medical Board of Australia,

I am deeply concerned to learn of potential changes to the current service delivery of Telehealth services - in particular the service I have accessed successfully- Instascripts.

I have accessed this service several times and have been given thorough, professional, personal, informative and immediate support.

There have been a number of reasons for me accessing this service including -:

- Unable to access Dr appointments ie. no appointments available for weeks.
- I have accessed this service service late night Christmas Eve and on a weekend with sudden severe diverticulitis and I required urgent prescription medication, but not sick enough to go to emergency. If I did not have this service I would have had to go to emergency and potentially taken up resources of the hospital and medical team unnecessarily.
- I work in the mining industry in WA as a FIFO worker with limited medical support and access to medication on site. Our mine site is 1 hour out of any town and the town has up to a month wait for a Dr's appointment and medical assistance is limited - I take a daily medication for chronic condition and have had the incident where my medication was left behind in Perth and I was required to get a script urgently. There would be no other way to do this for me and other people I know who use this service working and living in remote areas.

I always follow up my telehealth appointments with an appointment with my GP (when I can get an appointment) and they are sent the information through Instascripts.

This service is essential, it is an affordable, immediate, professional service and if I hadn't been able to access this service as an emergency option, there would have been serious consequences for my health potentially death and/or much more medical intervention through emergency medical options.

I have referred many family and friends to this service who work in similar situations to me as well as my elderly mother - for her to use as an emergency alternative when she cant access a Dr.

It is impossible to get an appointment at a Dr without forward planning and that is just not realistic or how life works - illness is unplanned and unless we want our Emergency Rooms filled with people who need access to urgent/weekend/public holiday health support that should be treated by a Dr not an Emergency Room then Telehealth options are the answer.

Also, since Covid - my GP has adopted phone consultations (when you can get one) as a regular part of her service delivery - so there are times where she wont/can't see me but will speak to be over phone and prescribe medication over the phone, but again I can wait up to a week or more for one of these appointments and is no different with other Dr's I have seen.

The regional health service is even worse - medical appointments are just not an option due to lack of Dr's, distance to travel or overwhelmed Dr's with waiting lists up to a month or more. Not everyone lives and works in a city and has access to several options for health support.

The 3 times I have accessed these services the Dr's have been fantastic - very thorough and a full history and discussion ensued before any discussion of a prescription.

I ask you to please reconsider the changes proposed.

Thank you,

[REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Thursday, 2 February 2023 1:29:07 PM

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**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To the Medical Board of Australia,

I'm writing this email to show utter disappointment in the below statement.

The Medical Board of Australia is proposing to introduce restrictions on the ability for Australians to access prescriptions through online forms.

I'm have a Long Term injury that restricts my movement. I currently Have to wait sometime 5-7 days to get an appointment with my doctor.  
The cost to see the doctor has increased significantly.

Can it please be explained Why would the medical board make it harder, longer and more expensive to see the GP for Normal Day to Day Scripts.

If this goes ahead the whole health system will collapse even further to what it is currently.

Perhaps the board needs to actually see what is happening in the general before making such idiotic changers, affecting everyone.

Looking forwards to your response.

Thank you,

[REDACTED]

[REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultations  
**Date:** Thursday, 2 February 2023 1:31:25 PM

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**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To the Medical Board of Australia,

We had an occasion whereby we needed to receive urgent medical attention due to contracting Covid while on holiday in WA. We are from Victoria and being a weekend we could not contact our own GP or obtain an appointment with any of the local GPs. Both of us are in our 70s and needed a script for the anti-viral medication to minimise the effects of Covid. We had no other option but to seek help with Instant Scripts who were both professional and thorough in their teleconference and required proof of the Covid test via a photograph of our negative RATs.

We feel doing away with this option would have placed us in a compromised position and possibly end up in hospital.

Regards

[REDACTED]

[REDACTED]



**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Thursday, 2 February 2023 1:44:07 PM

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To the Medical Board of Australia

Greetings to the board,

May I submit my gratitude to online Doctor and prescription availability.

I have found this service very helpful and time saving as opposed to experiencing lengthy waits at scheduled appointment times and long period of booking time frames at doctors practices.

I certainly support online Doctor .

Thank you,

[REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Thursday, 2 February 2023 1:56:24 PM

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**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To the Medical Board of Australia,

I'm a complex individual with a range of autoimmune diseases and chronic conditions. Sometimes my consumption of treatments accelerates very rapidly, usually when I'm very unwell. Having access to the relatively new app prescription services has been a godsend, as getting to my GP requires a long forward request and difficult logistics. And the app Dr copies all my needs to the right long term care Dr. So when I'm well I can get the repeat scripts all renewed.

If such an arrangement disappears I again risk having to beg a pharmacy to provide medication while waiting for a script. That lacks dignity and somehow feels wrong.

It would be even better if a Dr was able to forward the diagnosis, medications and screening questions to the pharmacy directly. Then they could take one step out, and ensure that if an appropriate time had passed between Dr appointments they could simply say last one and now you need the Dr appointment. With Telehealth that too could be achieved though sometimes in person yields better care.

But with things that have been the same for many years, say Symbicort for asthma, why we can't have two year prescriptions is a mystery. If they're not working I would of course seek help. But if no need to waste valuable and scarce time I don't see why we should be a burden. Because in a 5 minute consult I rarely get asked as many questions as I do on the app!

Thank you, [REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Thursday, 2 February 2023 2:13:11 PM

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**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To the Medical Board of Australia,

I am new to the online medical prescription service. I recently used Instant Scripts for the first time and have every intention of using their services again in the future.

I used this service to obtain a prescription for Retrieve cream for a dermatological condition. I have used it before and of course have seen a doctor who provided the original prescription and subsequent repeats. As such, I am extremely well versed in how to use this medication and all side effects.

I live in a country town where doctors do their best, but are in short supply. This shortage is even worse for bulk billing doctors, and since Covid the shortage has been even more acute.

To be able to access a service that provides easy, affordable and timely access to prescriptions that one has previously used is a godsend. These online operators are, in my experience, extremely contentious and do not hand out prescriptions indiscriminately. My own experience of this was an attempt to purchase a different brand of the contraceptive pill ( progesterone only rather than the combination pill). I was refused unless I consulted with either my own doctor or one of their doctors. This is completely understandable and responsible.

But to expect every script to be accompanied with a doctor consultation is not feasible, either for the medical profession or from a financial standpoint. The online consultation will add an extra \$50.00 per script on top of the \$20.00 online service fee and take up valuable time from doctors that are already overworked.

New online prescriptions already require a doctor consultation, but for repeat prescriptions; it is for the most part, unnecessary. A doctor consultation for a repeat prescription of an asthma preventor, or the contraceptive pill for healthy women or my retrieve cream every time one needs to renew is completely unnecessary.

Based on that logic, doctors would never be able to write repeat prescriptions!

If anything, Victoria might do well to follow New South Wales example and allow pharmacists to authorise some prescriptions. After all, they are the final point of contact when receiving our medications. They double check our history, make sure that one is well versed in how to take the medication and advise.

In short, we need more outsourcing of the non essential and more benign medical work to ease the strain on the medical profession- especially G.P's.

Not more regulation that is going to cause further pressure on our healthcare system more expense.

Please oversee, but please let common sense and not fear guide your decision. Not all Australians have easy, quick access to a doctor. Not all Australians can afford the extra

charge, especially when it is not covered by Medicare. And not all prescriptions are life saving or produce dire consequences when used as a repeat medication. Some medications ( though important to use safely and correctly) are more routine for many. Of course initial consultation with a doctor is important for diagnosis and advice from a pharmacist is important. But a consultation is not necessary every time. Many,many patients literally walk into their doctor's office only to walk out 30 seconds later with a repeat prescription. Or book a Telehealth call only to hang up 30 seconds later with a script sent to their phone. Both alternatives take up the patient's time and the doctor's. With no extra safe guards than online script services provide.

In person doctor consultation has a definite role to play. And Telehealth. As do online script services. Let them work together, cohesively. Regulated, but not strangled in red tape.

Thank you,

[REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Thursday, 2 February 2023 2:20:55 PM

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CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To the Medical Board of Australia,

I have used an online script/consultation for an infection out of hours and unable to see my usual doctor for days. The health issue was resolved successfully and I would have no hesitation in using the service again or for that matter, recommending it to family or friends.

It was convenient, speedy, affordable and resulted in a successful outcome.

I implore you to continue to allow online services (Instant Scripts) to continue as is.

Kind regards

[REDACTED]

(Add your response here)

Thank you,  
(Your name here)

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Thursday, 2 February 2023 2:23:51 PM

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**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To the Medical Board of Australia

I am disappointed to read that the Medical Board of Australia is proposing to introduce restrictions on the ability for Australians to access prescriptions through online forms.

I have had a couple of instances where I clearly had a severe urinary tract infection (UTI) and knew I needed antibiotics. It was late at night and I had no access to a doctor. I used the online service to obtain a prescription for appropriate antibiotics for my condition after answering a series of questions. The prescription allowed me to obtain the medication from a late-night pharmacy and save me from a sleepless night of severe pain. If I had not been able to get the prescription on these occasions my condition could quite likely have deteriorated. I have had a UTI that made me very ill and afraid and I would not want to repeat the experience.

I use the online prescription service when there is no other option. I believe that there is a great need for many people to be able to access certain types of prescriptions when it is very clear what is needed and there is no other option available other than going to our already over stretched hospital emergency centres.

Please do not restrict this service, I was desperate for relief and the thought of having to wait and try and get a doctor appointment the following day, which is often impossible or spending the night in the hospital emergency toilets is upsetting to say the least.

Thank you,  
[REDACTED]

Sent from [Outlook for Android](#)

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Thursday, 2 February 2023 2:42:23 PM

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**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To the Medical Board of Australia,  
I want to add my support for the ability to access a script or consultation by phone or telehealth in rural areas

It is a critical service where there are GP shortages and distances to travel to access medical care  
Please ensure that this service remains available

Thank you,

[REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Thursday, 2 February 2023 3:01:56 PM

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**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To the Medical Board of Australia,

If you restrict the ability to access prescriptions emergency rooms will become over run. People already cannot afford to see the GP or are unable to get an appointment and god help you if you are sick the local GPs won't see you. Most GPs won't do repeat prescriptions over the phone anymore they insist on seeing you. People can't afford it, that's why they go to the online form. It's time the Medical Board and Government stopped making it hard to get good quality Health Care and started thinking about how people can get easy access to affordable Health Care.

Thank You

Get [Outlook for Android](#)



**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Thursday, 2 February 2023 3:32:21 PM

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**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To the Medical Board of Australia, i have recently been in urgent need of my ptsd medications . a doctors appointment was unavailable here or in another close by town for approximaitly 2 weeks . if not for online scripts i would be without my meds. i ,and my neighbours , would suffer from my uncontrollable mood swings. leading to greater distress and an elevation of my symptoms. thank you for considering my plight. [REDACTED] (Your name here)

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Thursday, 2 February 2023 4:46:18 PM

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CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To the Medical Board of Australia,

I am writing to you in regards of the restrictions you are proposing which seeks to have a negative impact on the accessibility of prescriptions for all Australians, from rural to metropolitan.

As we all know, Australia is currently undergoing a difficult and challenging pandemic on-top of added stresses of inflation, and an inadequate amount of healthcare professionals. Many Australians, far and wide, are unable to have an appointment with a GP within 1-2 weeks. This has resulted in Australians unable to access primary health care services, when necessary. Instead, the wait times for seeing a GP, in rural, remote and metropolitan areas, have continued to increase at a rate which will cause long-term negative health impacts.

Our GPs are already stretched thin throughout our land.

One important facet that seems to be overlooked is the role of accessing online prescriptions, without direct contact with a doctor. This facet allows GPs to tend to more patients whom have important health challenges that cannot wait 3-4+ weeks.

Remember, accessing online prescriptions support Australians who are living across the land, whom may not be able to travel to their GP due to vast distances, or illness, or disabilities.

Remember, accessing online prescriptions without direct GP contact allows struggling Australians to receive their prescription - without having to reduce their grocery bill due to high cost of GP appointments.

Remember, the cutbacks to Medicare have made out-of-pocket healthcare expenses more expensive for Australians - many who are already struggling with the rise in inflation.

By removing the ability to receive prescriptions online, free from direct contact, you seek to further damage an already challenging healthcare issue by increasing unnecessary demand on GPs.

By removing the ability to receive prescriptions online, free from direct contact, you seek to make healthcare inaccessible to Australians whom are living with disabilities, and whom live at great distances from a GP.

By removing the ability to receive prescriptions online, free from direct contact, you further increase the cost-of-living for struggling Australians. Many, which cannot afford the already-too-high out-of-pocket appointments due to the continued attacks on Medicare.

Ultimately, your proposal is an attack on already disadvantaged Australians, whilst having a disastrous flow-on effect on the constrained, low-numbered, exhausted healthcare providers.

Please consider all feedback that has been sent to you, and amend your proposal with the aim of serving all Australian citizens, and not just those whom benefit from your damaging ideas.

Kind regards

[REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Thursday, 2 February 2023 4:57:49 PM

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**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To the Medical Board of Australia,

I have used this service to great benefit. I am informed and responsible regarding my health, and knew exactly what I needed for a chronic issue. This was convenient on a weekend when my GP was unavailable, and most local clinics are busy. It enable me to access appropriate medicine quickly and this prevented deterioration to my condition.

I also was able to order pathology so that results were already on hand for my GP appointment for another issue, again saving a GP visit.

I believe it to be a very useful service when using registered doctors with provider numbers.

I do not see any benefit in actually speaking to one online, as it is unlikely to be more effective in preventing misuse.

Thank you,

[REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Thursday, 2 February 2023 5:11:03 PM

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CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

This service is needed when you are sick you can't get into drs if you go to hospital costs you 100s of dollars. Instead of making life harder for people how about more drs and pet who pay private medical benefits get more help. Please start listening to the peopleTo the Medical Board of Australia,

(Add your response here)

Thank you,  
(Your name [REDACTED] here)

Sent from my iPhone

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Thursday, 2 February 2023 5:40:59 PM

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CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To the Medical Board of Australia,

Dear Sir/Madam

I would like you to know how valuable this service is. I was recently on a work/holiday supporting a disabled client. I fell quite sick, not enough to present at a hospital but sick enough for me to be unable to work. There was no possibility of attending a doctors surgery or an emergency department for that matter. This service enabled me to have an appropriate prescription to present at the chemist the same day as soon as it opened. Which enabled me to recover very quickly and able to continue in my work.

Thank you,

[REDACTED]

Sent from my iPhone

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Telehealth Consultations  
**Date:** Thursday, 2 February 2023 6:05:38 PM

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CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To whom it may concern,

I would like to object to the removal of Telehealth consultations to issue scripts. Instant Scripts has significantly improved access to healthcare for our family. I am often a solo parent due to my husband being FIFO and have two young children (one with disabilities that significantly impact everyday life) so a trip to the GP is extremely difficult at times. In addition, it is often very hard to access our local GP due to waiting times- sometimes we are waiting up to three weeks for an appointment.

I think the decision to restrict the services of Instant Scripts will hit families and individuals who are most vulnerable and disadvantaged, and lead to poorer health outcomes for those people.

Regards

[REDACTED]

Sent from my iPhone

**From:** [REDACTED]  
**To:** [medboardconsultation; judemargerison@yahoo.com.au](mailto:medboardconsultation@judemargerison@yahoo.com.au)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Thursday, 2 February 2023 6:10:19 PM

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**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To the Medical Board of Australia, (Add your

I have used the scripts on  
Line service twice to access medication I needed quickly.. I was unable to see General  
practitioner for 3 weeks the first time and almost 4 weeks the second time....

The medication I required was not an over the counter medication and I had no option..

I was approved after my request had beefed authorised by a doctor

We are encouraged not to visit accident and emergency departments of our local hospitals  
unless there is an emergency. I support this recommendation. So what was I and I'm sure  
many others supposed to do in the situation

I live in a regional city where there are seemingly many general practitioners all with  
closed books or extremely long waiting times. Most of the practices don't bulk bill which  
is another problem here

The only solution is plan to be sick in advance to ensure a timely appointment

The online healthcare system is one of the solutions to healthcare

I'm certain with care regulation it can fill many of the gaps in service

[REDACTED]

response here) Thank you, (Your name here)

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Online Prescriptions.  
**Date:** Thursday, 2 February 2023 6:35:10 PM

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CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

My wife and I have both taken advantage of an online doctor and prescription service. We live in a remote area that does not always have a Doctor available. Since covid the local medical centre has mainly been doing phone consultations.

The online service was used for an acute condition. The prescribed antibiotics were achieved quickly and efficiently. Followed up by blood tests and a follow up call from the prescribing doctor a few days later. What a great service.

Please do not change the regulations that would make this unavailable.

We don't all live in large towns or cities.

Thank-you.

[REDACTED]



**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** 'Consultation: revised telehealth guidelines'  
**Date:** Thursday, 2 February 2023 6:39:29 PM

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**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear sirs and madams,

The revised telehealth guidelines produced 14/12/2022 is an important document in the ever changing landscape of modern Australian healthcare. I support strongly the notion of revising the guidelines to better tailor them to the current and imminent technology available and ensure an appropriate translation from face to face practice to the digital platform is achieved.

I do however take issue with a blanket ban on prescribing medication to persons that have not been consulted with before. With the skyrocketing cost of medical care in this country, without an online prescribing service I would struggle to afford my ongoing medications and the consultations I require as a person with chronic illness. While on most occasions I am able to use pre planned appointments to get my prescriptions, at times it is unnecessarily expensive or difficult to do so. As a recent example;

I have had a Nexplanon implant for the past 3 years and was very happy with this. I wanted to continue with another implant once my current one was due for replacement.

Using an online prescriber meant I paid;

\$19 for the prescription

\$41 for the medication

\$140 for the procedure (\$86.65 rebate)

\$80 for the consult (\$39.75 rebate)

Total charges: \$280.00

Less Medicare rebate: \$153.60 out of pocket

Had I not been able to pay \$19 for an online prescription for my Nexplanon, I would have had to pay an additional consult fee of \$80 (plus the time to have that consult). After rebate, the total out of pocket would have been \$193.85. For some people that extra \$40 doesn't seem like much but for me it's close to being the difference between paying my rent or buying my other medication.

In addition; the impact of this decision will disproportionately affect women. I have seen the difficult reality of access to abortion due to the unchecked proliferation of Catholic affiliated women's and children's healthcare providers. I don't doubt there are areas where birth control would also be difficult to secure, or emergency contraception. By ruling out online prescribers you are alienating women and creating barriers to them in some of their most difficult moments including unwanted pregnancies or risk of pregnancy following sexual assault. It is unequivocally in the best interests of any person who has been assaulted to present in person to a medical professional however this is a personal decision that people are entitled to make on their own. And regardless of what is best practice, I know most people would support a world where no one was forced to disclose such a distressing thing to be permitted access to emergency birth control.

Tied with the increasing cost of living, less and less access to bulk billing GPs and the "re-

interpretation" of service provider vs contract provider payroll tax threatening to increase the cost of GP consults even more, at the moment medical care of any kind is being pushed further and further out of my and many other's reach.

Personally, no doctors in my area that are taking new patients bulk bill. Even though I am immunocompromised, I sometimes find myself going to the Respiratory Clinic and risking COVID-19 exposure simply because it's bulk billed and I cannot afford a doctor's appointment. Even with a Medicare rebate there are days I simply don't have \$80 in my account to pay to see a GP even for things like evidence of unfitness to work, which means I don't get paid sick leave and it develops into a vicious cycle of financial hardship.

Taking away services that provide an online prescription in a one off capacity for common medications that someone has taken before or are of an urgent personal nature would be detrimental to access for so many Australians, particularly those who are vulnerable or are in a vulnerable place. This is without even considering the additional cost of my lost work hours on the occasions I can afford to see a doctor but must conform to their schedule and leave work early/arrive late.

This strikes me as very similar to the idea of making paracetamol prescription due to suicide attempts; does it not strike those in charge that perhaps they should address the root issue (being the poor state of mental health in Australia) rather than simply preventing people from accessing the medication? And what then when people jump in front of trains? Shall we outlaw trains?

It's not good enough to simply say some people abuse a system and therefore no one should enjoy it. As I mentioned earlier there are vast digital capabilities in this era; couldn't some of those be used to help ensure integrity in the system? Why not start utilising My Health Record to keep an up to date list of medications and a person's last issued prescription or last in person attendance to a local/familiar GP practice? There must be a way to balance the risks without simply closing the door on such an accessible, affordable facet of healthcare. And I understand some people opt out of My Health Record however that is a personal decision people need to make with this kind of access in mind.

I hope you can reconsider the devastating effect a ban on online prescribing without a full Telehealth consultation would have on many people. I feel there simply must be a better way to manage the risks of minimal patient contact when prescribing medication that is not a closed door. As mentioned above, My Health Record, which has been largely useless for much else, could be a good option. I hope you will commit to further investigation of how Australians can be supported more by the medical field in an increasingly expensive and inaccessible system, rather than how they can be further closed out of it.

Regards,

[REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Thursday, 2 February 2023 6:59:48 PM

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**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To the Medical Board of Australia,

We hear about GP's being busy, overworked and underpaid and I would agree.

As a consumer I am more than happy to use telehealth via an app.

I speak to a doctor at a time that suits me and get scripts for my repetitive medicines. It makes for such a better experience.

My local practise is 9-5 now after Covid and this doesn't suit as I work same hours. I also don't have to sit in a queue in a waiting room while my appointment runs way late and in my local practise each time I have found a great doctor over the years, they move on. So I am no more wedded to them now than a doctor via an app.

I said the same thing to the contraception feedback survey, if I have been on the same blood pressure medicines for 10 years, they suit me, I monitor my blood pressure and nothing changes, why do I have to go to a GP to get a prescription. It's rote and a their time is better spent on other things.

The reasoning that a visit to a GP is a better quality visit for things such as blood pressure, contraception, statins, anti biotics is just a falsehood.

I am all for visting a GP in the first instance, but for those stock standard repetitive prescriptions, options to access elsewhere are helpful to me as a patient and consumer.

I will be deeply disappointed if I am forced back into my GP clinic for everything rather than Tele Health apps.

Thank you,  
[REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Thursday, 2 February 2023 7:14:58 PM

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**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To the Medical Board of Australia,

(I find instant scripts helpful when i am in regional nsw and cannot get access to a doctor. I spend about a third of my time there and it is impossible to c a gp.

If we had enough doctors to go around we would not need this service.

Thank you,

([REDACTED])

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Thursday, 2 February 2023 9:08:23 PM

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**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To the Medical Board of Australia,  
Already Australians, in particular those in outlying areas are finding great difficulty accessing appointments with their GPs. By adding this further requirement the situation can only be made worse.  
As long as a written request for scripts are made by bona fide patients, and vetted correctly, certainly repeat scripts should be dispensed. To require a consultation for such matters is superfluous to requirements.  
Any patient who wishes for a consultation can book one. They are not being denied that facility. In fact, automatic email scripts would free up more time for those to take place. Medicare is in dire straits already, as stated by the current Govt. Don't add to the workload when it can be assisted by this policy.

Thank you. [REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Thursday, 2 February 2023 10:46:16 PM

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CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To the Medical Board of Australia,

As I am having huge difficulties getting a doctors appointment with my GP even to renew well diagnosed long term conditions, I believe we need access at the very least an opportunity to get one extra of these prescriptions either online or at our regular pharmacy while we struggle to get an appointment with our GP.

Getting a GP appointment is often taking 4 weeks even though you have been with them for 30 + years. There has to be some Lea way in this crisis situation.

Thank You

[REDACTED]

(Add your response here)

Thank you,  
(Your name here)

Sent from my iPad

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Thursday, 2 February 2023 11:40:51 PM

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CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To the Medical Board of Australia,

I am a mother of 3 children (one child has a disability) and I have found online scripts so helpful. Accessing healthcare in a timely and easy way is so helpful. The questions asked of me online were actually more detailed than any face to face GP has ever asked me. I felt like crying when I saw this was being reviewed as I think this was the best thing to come out of COVID.

Please keep allowing this...working families really need services like this to help juggle everything we have to manage. I know you are trying to keep everyone safe but this seems like such a safe and effective service that significantly reduces stress.

Here is one example: I realised I had a UTI at 10pm Wednesday night. The online booking system at the medical centre indicated there was no available appointments the following day. I was in a lot of pain and unlikely I could have slept in this state. I start work at 8:30 and my job has no flexibility, no job security and no sick pay. I transport 3 children to 3 different schools. In 30 minutes I was able to get a script, get to the chemist before it shut and get a good night sleep. I can't even imagine how distressing the alternative experience would have been if we all had to go to A&E.

Please do not restrict this service!

Thank you,

[REDACTED]

Sent from my iPad

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Friday, 3 February 2023 4:45:57 AM

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**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To the Medical Board of Australia,

(Please keep the system intact as it is. The cost of everything is going up. We need easy access and support for the wider community to receive ongoing care as it is.

Please don't make this any harder than it is. The system is already over loaded and this helps ease the pressure

Thank you,  
([REDACTED])

Get [Outlook for Android](#)



**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Friday, 3 February 2023 4:52:14 AM

---

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To the Medical Board of Australia,

(Its already hard enough to get a doctor appointment. Think of the community with less doctors. The system is broken, no bulk billing, costs are up, who can afford this extra burden? )

Thank you,

[REDACTED]

Get [Outlook for Android](#)

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Friday, 3 February 2023 6:18:55 AM

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CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

I have read the proposed changes to guidelines and the sections regarding scripts provided online will affect how many people access their scripts and medications. The types of medicines prescribed is already restricted so safe guards are in place.

I believe the changes in these guidelines will make is more expensive and harder for people to access scripts. The current system is providing an efficient service that makes getting scripts accessible for a wide range of people who may otherwise struggle. These groups include non English speakers, anxious, shy, many people with various mental health issue.

So long as the service keeps good records and is able to justify their prescribing things should remain as they are.

Thank you for your time

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** 'Consultation: revised telehealth guidelines'  
**Date:** Friday, 3 February 2023 7:37:19 AM

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**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To the Medical Board of Australia,

I have used on line prescription services several times and find it a fantastic service.

I have several health conditions, that have been diagnosed and managed in the most part by my local GP.

However, in today's shortage of availability of GP's it is not always possible to get an appointment in a reasonable timeframe for my prescriptions, so being able to access online to this service is invaluable.

I don't believe that the level of expertise is any less than having a tele-health consult was during the Pandemic when this was often the only way to have access to a GP.

Also the cost of getting a prescription via these services is cheaper than the co-payment currently charged by so many GP's. (This is not a judgement of GP's today, but a reflection on the general increase in the cost of living across the general population.)

I feel it would be devastating and detrimental to the health of many patients if this service were to stop.

Thank you,

[REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Friday, 3 February 2023 8:00:06 AM

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To the Medical Board of Australia,

(Add your response here)

I use the online service from insta scripts because of the waiting time to see a GP in regional NSW and we travel in our caravan , I'm taking long term medication which doesn't change and this would be wasting a doctors and my time

Thank you,

(Your name here)

[REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Friday, 3 February 2023 8:02:21 AM

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CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To the Medical Board of Australia,

As a long time sufferer of serious migraine, my access to essential drugs such as Maxalt has been dramatically made better by the advent of online prescription services such as Instascripts.

There have been numerous occasions where this access has been so important in my life. Maxalt comes in little packs: just 4 tablets in a box, so it is very easy to run out. Getting an appointment with my local GP for a repeat script may take DAYS, and during the onset of migraine MINUTES matter: if I don't take the Maxalt quickly enough I will spend the the next 24 hours or more in agonising pain, retching into a bucket.

I have now suffered migraine for over 30 years, so I have built up a tolerance for this miracle drug, so it may be that a migraine will require two doses spaced an hour or two apart to get the migraine under control. If I run out on a weekend, if I can't get an appointment, if I am away, these are all serious issues which have been addressed by being able to access a repeat script quickly through an online prescriber.

A service like Instascripts will never replace my GP for my health needs: I am trying new treatments and greatly value the detailed relationship with my Dr. My local GP is however regularly booked out with the wait for an appointment often several days or a week.

I would be devastated to lose the ability to renew a script quickly when a migraine hits. Please, please, please do not take this service away.

Thank you,

[REDACTED]

Sent from my iPhone

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Friday, 3 February 2023 8:12:09 AM

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**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To the Medical Board of Australia,

Instant Scrips are an affordable, professional and very convenient healthcare company. Especially when you realise you have run out of medicines due to a change in supply packaging. I can no longer afford to go to my regular GP, as he is not Bulk Billing. I think this is a safe way for the elderly especially, to get their prescription etc, when urgently needed. It's like if you're going to agree to let pharmacists give out prescriptions, there is no difference, they are both professionals who know what they are doing. I am sure if you take the Instant Scripts away, you will find people will not go to get help, until it is too late for some. I have spoken with a GP from Instant Scripts, when urgently needing a new repeat script. Very thorough before allocating script.

Thank you,

[REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Friday, 3 February 2023 9:07:42 AM

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**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Good morning,

I would like to submit my feedback to the proposal.

I would disagree with the premise that I need to see a doctor face to face to obtain my prescription. The main issue with this is that a face to face appointment is both time wasting for what I require, and also expensive. I would need to pay \$80 for the consult to be approved for the medication in about 5 minutes. There is no additional questioning that I am not being asked already online, not additional support services. Added to this is the very limited availability of doctors in my area, and certainly they are only available at times that I have employment obligations.

The question therefore should be answered. What additional benefit can you guarantee a doctor consult would bring for the loss of my time and capital? The prescription I have is for weight loss and the side effects of the medication were clearly explained in a way that no doctor has explained them to me. I could therefore accept the risks of the medication with full knowledge it could make me nauseous and have other side effects.

My personal opinion is that the current should be maintained for prescriptions that are lower risk and are not addictive.

Warmest regards,

[REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** 'Consultation: revised telehealth guidelines'  
**Date:** Friday, 3 February 2023 9:41:13 AM

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**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello,

I live in a small rural town in Central Qld. We do not have a permanent doctor. For the last five months we have had a doctor for 1-2 weeks out of each month, id we were lucky. Sometimes I needed a script, and it was very simple to go online and get that script which would tide me over until there was a doctor I could see. It was also affordable. Please don't change the guidelines as I have found it to be very advantageous.

[REDACTED]  
[REDACTED]  
[REDACTED]



**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Friday, 3 February 2023 9:46:37 AM

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CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To the Medical Board of Australia,                      Insta scripts is a godsend! I have accessed their service twice in 4 weeks, due to inability to secure an appointment at the medical clinic I would normally attend.

Thank you  
[REDACTED]

Sent from my iPhone

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Friday, 3 February 2023 10:07:13 AM

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**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

I and my husband live in an area where our nearest doctor is 80klms away. We rely on email and text to have a consult. Phone is not great. We would be greatly disadvantaged by changes.

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Friday, 3 February 2023 10:57:50 AM

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**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Good morning,

I'd just like to give feedback about the revised guidelines to Telehealth, specifically having access to online prescriptions without needing to speak directly to a doctor. I believe this has been a real saving grace throughout the covid pandemic and now in the 'new normal'. Being able to quickly and easily fill out a form and receive a medication after a doctors review has streamlined the process and cuts down on GP's needing to physically see every patient, especially in the cases of chronic conditions where scripts just need to be reissued. Please keep this service, it has really helped the community, saves money and has reduced GP waiting times.

Kind regards,

[REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Friday, 3 February 2023 10:59:49 AM

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CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi , I believe that online form scripts play a hugh roll in keeping the cost of a script down and should remain and be accessible to all ,as all other services are to the public now

Regards [REDACTED]

Sent from my iPad

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Friday, 3 February 2023 11:07:17 AM

---

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Medical Board of Australia,

Thank you for the opportunity to provide a written submission in respect of changes proposed for access to medicines via online medical forums.

I work in discrete remote Aboriginal and Torres Strait Islander Communities, these communities are remote being hundreds of kilometres away from urban centres and certainly away from quickly available medical help.

The Australian government has invested and advanced communication technologies in these communities so that access to services is made available without the hindrance of substandard technology. This includes the ability to seek medical advice and assistance with medications, amongst other services.

Online medical prescribing services make it easier to provide medical care to patients in remote settings at any time, particularly in cases where the patient is isolating due to illness or is disabled and transport could delay care and attention.

There is a shortage of medical practitioners already, with many facing burnout and career changes as our ever growing population pressures the system harder than ever. Giving medical practitioners greater flexibility to provide online prescribing makes it easier to provide patient care at a time that suits their patients, which is not only efficient and cost effective, but also supports other health services such as telehealth which ensures patient care and continuity of patient services.

This may also free up medical practitioners to offer in clinic services to alleviate pressure points in GP clinics as well as hospitals and out-patient clinics. It may also invite ageing or near retirement medical practitioners to extend their career into online prescribing, thus supporting the health system further.

In areas where there is no GP within easy reach as with urban centres, it is often the case that patient transport is needed or private transport is arranged for medical services. A prescription top up can cost the system thousands of public dollars in patient transport fees and in some cases put it out of reach of consumers because they cannot afford to privately fund their travel. This places patients at greater risk of missing vital medications, thus worsening symptoms/illness and ultimately costing the system more money as hospitalisation may be needed.

Medical care is a huge public expense in Australia, we simply do not have enough GP's to service the community needs. Keeping this vital and useful service, which is already well regulated with checks and balances, will assist to support patient care, remove the stress from patients who would have to travel long distances for medication top ups and alleviate the ever worsening situation with accessing GP appointments. Not to mention the very apparent lack of bulk billing

clinics, means non concession patients are out of pocket \$40 at minimum per visit. Online prescribing costs the consumer less and is a far more affordable option for access to medications, especially for tax paying low wage earners.

I trust this submission is useful.

Best regards

A solid black rectangular box used to redact the signature of the sender.

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Friday, 3 February 2023 11:49:52 AM

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**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Medical board of Australia,

It is distressing to hear that you are considering revoking access to online scripts. This service improves the health and wellbeing of the Australian community, an outcome that should be at the forefront of your decision making. I have personally accessed this service in times of need, such as when I accessed a rpt anti nausea script when I was otherwise incapacitated and in a family of five all suffering from acute gastro which could have lead to hospitalisation if we had not been able to access this medicine. Waiting for and attempting to attend a Dr visit would have delayed medical treatment leading to increased demand on already failing hospital emergency system. Additionally attending a doctors office would have further spread the virus in the community, increased the risk to myself and others by driving while extremely unwell and caused considerable stress to myself and my family. In an advancing technological world we should embrace advances that improve access to health and the resultant increased wellbeing of the community. I urge you to maintain patients access to these essential services.

Regards,

[REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Friday, 3 February 2023 12:13:39 PM

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CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

I haven't read the proposed guidelines, I am busy between studying part time, working part time and caring for grandchildren.

I have chosen to talk about my experience with internet medicine. I have used instant scripts for one condition only, when I was unable to access Telehealth or face to face medical consultations: the condition was a urinary tract infection. The condition came on overnight, was extremely uncomfortable and I was unable to make a medical appointment for several days. This wait was impossible to bear. Instant scripts allowed me access to medication almost immediately and relief soon followed. After several of these infections I sought an appointment with my general practitioner.

This is a safe, effective and appropriate use of internet medicine that I would hate to see diminished.

[REDACTED]

Sent from my iPad



**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Friday, 3 February 2023 12:13:48 PM

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CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To the Medical Board of Australia,

The telehealth online prescription process is a fantastic improvement for obtaining day to day prescriptions and in my view it should be expanded not wound back ,

Thank you,

[REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Friday, 3 February 2023 4:11:11 PM

---

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To Whom it May Concern,

I would be extremely disappointed if WebDoctor was not accessible, for someone who works full time it is extremely difficult to get into your own GP at times, sometimes there is a 2 to 3 week wait at least being able to access the WebDoctor Team you get results and answers straight away, it's not like they are just giving scripts out willy nilly, you actually have to answer a full on medical questionnaire. I have been using Webdoctor since 2022 and have found it very useful and user friendly.

Please think carefully before making any changes to this platform.

Thank you  
Kind Regards

[REDACTED]


[REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** On line prscription consultation  
**Date:** Friday, 3 February 2023 5:57:12 PM

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**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hli, am concerned re the proposal to discontinue on line prescription without GP consultation. I am happy to consult my GP as necessary! But it is extremely convenient and easy to obtain what I need! Especially when an appointment can be hard to get and waste of my money and GP time if not required. Yours sincerely [REDACTED]

**From:**   
**To:** [medboardconsultation](#)  
**Subject:** Instant scripts.  
**Date:** Friday, 3 February 2023 6:16:05 PM

---

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Instant scripts and the like are great. Has been a few times where I lost track of my meds and ran out during a long weekend or a public holiday etc or even just after GP hours. So the only way I could get my script was through a service like this as it was affordable to people like me on a pension.

But as usual along comes some Karen (you) that has to stamp it out and make it more expensive and difficult to access. Why is it always people like you that come along and make things harder for people like us? Obviously you have no need of this service, or the worry about a pay cut, loss of hours or pretty much any issue the rest of us have like actually having to work to pay rent.

Just leave shit alone.. Go make cigarettes or alcohol illegal or more restricted.. you know the things that actually kill people. Or you'd lose too much tax doing that? Yet you make vaping more difficult but I can go to any shop and buy cigarettes? Oh that right, because you tax the hell out of it.

Just ridiculous

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Friday, 3 February 2023 8:28:54 PM

---

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To the Medical Board of Australia,

I support the continued availability of prescription requests through text, email, or online platforms. This communication offers convenience and flexibility to patients, particularly those who have busy schedules or live in remote areas. It also helps to reduce waiting times and increase accessibility to healthcare services. By utilizing modern technology, we can ensure that individuals receive the medical care they need in a timely and efficient manner.

I also support the use of questionnaires in place of a direct conversation with a doctor, when appropriate. This can streamline the process and provide patients with an easy and efficient way to receive necessary medical attention. Additionally, the use of questionnaires can help to gather important information about a patient's medical history and current symptoms, which can assist in the diagnosis and treatment process.

Kind regards,

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Online scripts  
**Date:** Friday, 3 February 2023 8:50:20 PM

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**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi guys it takes me three weeks and \$130 (\$60 something I get back from Medicare) to make an appointment with my doctor. She is a great doctor I've been seeing her since she was an intern but they are over stressed and under staffed and mistakes have made sending scripts to the wrong chemist and the like. So for my repeat medication and now non life threatening medical issues I use instant scripts and their doctors I hate technology and computers but using instant script gas made my life so much easier. If you reduce this practise of doctors and scripts on line it will have a negative effect on my life cheers [REDACTED] in [REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Saturday, 4 February 2023 1:13:04 AM

---

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To the Medical Board of Australia,

I wish to advise you that thanks to this service I was able to get my antibiotics without having to go into a drs surgery with other sick people and wait to be seen. I find this service amazing when I am short on time and don't have to take what appointments are available. I will be called within a couple of hours to speak with a Dr. My recovery was a lot quicker and didn't loose days off work as I was on my antibiotics quick to nip it in the bud before it got too out of hand as it usually does. I love this service so please don't take it away!

Thank you,

[REDACTED]

Sent from my iPhone

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Saturday, 4 February 2023 6:31:17 AM

---

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

I disagree with the proposal to discontinue online prescription.

In view of the strict restrictions placed on the public because of COVID this action will make it even worse for patients to seek online prescriptions for common non-Covid related illnesses like coughs, flu, gastroenteritis and others that may have some similar symptoms to Covid. For example, I am an asthmatic patient. I have a cough and need asthma medication which I can get online now if needed. I cannot go to see my GP with cough symptoms even though I tested RAT n am negative. Telehealth appointments are not easy to get and usually you don't get a same day appointment n have to wait. In the meantime I am sick. As a last resort I go to the hospital? But that then overstretched the hospital system.

Please reconsider your proposal and allow online prescription to continue.

Thank you  
[REDACTED]



**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Public consultation has opened on the Medical Board of Australia's draft revised guidelines on telehealth consultations with patients.  
**Date:** Saturday, 4 February 2023 10:57:07 AM

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CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi

I believe we need MORE places like Instascript to be able to get prescriptions we KNOW we take and NEED. I've been taking the same medications, mostly for 20 years and others more recently at 6-7 years. I KNOW what I take and need and sometimes when my chemist needs a script to filmy Webster pack I have to go to the GP but can't get in for days/weeks. We should be able to get either the chest who knows us and packs our prescriptions to be able to write new scripts as some of one only last 30 days with no repeats (NO they're not opioids etc Seroquel 25mg for one. My GP only gets one months scripts at a time and it's annoying having to go back every month - JUST for a script. Especially when some run out at various times of the month and the pharmacy forget to remind me of ALL that may become due soon.

We should able to order the scripts and a cc sent to our GP or Medical Practice. No need to have to have an appointment with the GP for these PROVIDING they are notified of the script to stop Doctor shopping and any other sorting of the system.

I had a UTI recently and was in severe pain when I woke and was passing blood in my urine, the GP Practice was closed and I was needing to go to the toilet every few minutes to driving to a BIG Medical Centre and sitting waiting was not an option. I knew what I needed, so I got onto Instascripts ordered the meds, had script sent to MY USUAL LOCAL pharmacy and hubby picked them up within 15 mins. Amazing I would have gone to local public hospital at [REDACTED] which I've just seen on television costs US (govt cost) \$600 and I pay nothing. BUT I paid \$19 and got the script in 15 mins and I didn't need to leave the house.

We need to have more avenues for obtaining prescriptions AND specialist referrals for ongoing conditions like mine - I see a cardiologist, endocrinologist, oncologist, eye specialist, thoracic specialist, Breast surgeon, EN&T & Orthopaedic surgeon regularly yet have to go to GP each time I need an annual referral which costs the government on Medicare money and for me TIME TO MAKE APPT AND WAIT etc. THERE SHOULD BE referrals that last 5 years when you have been visiting them for 20 years. What a waste of time and money going back 12 times a year JUST for a referral - each costing the govt \$36 unnecessarily.

Once I have been prescribed a medication and I've been on it for a long time the pharmacist could ISSUE the renewals up to say 2-3 years if they're for a disease that's been ongoing and not likely to change.

I take several meds Daily :-

Renitec 5mg  
Noten 10mg  
Plavix 75mg  
Lipitor 80mg  
Exetrol  
Minirin  
Calcium  
Vitamin D  
Iron  
Metformin 500mg  
Naltrexone 1.5mg  
Efexor 375mg x 2  
Seroquel 25mg  
Thyroxin 5mg.

And obviously they need renewals at various times and I can;t get them all tone or two visits as if the old prescriptions havent yet expired I can;t get a new one until it's expired.

PLEASE Allow Instascripts and the line to continue and grow to cur down the load on GP's PROVIDING our GP's for Medical practice are notified of our scripts we've had by other parties. Allow pharmacies ti prescribe medications for their REGULAR customers as they KNOW what they are taking - up to 2-3 years or unless they know that there is a reason that the patients should revisit their GP.

We need to be growing our access to medications and referral outside of the GP due to the lack of GP's now and looking forward.

Signed:

A black rectangular redaction box covering the signature.

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Saturday, 4 February 2023 1:09:31 PM

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**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To the Medical Board of I believe leaving the online scripts as they are is the best option

[REDACTED]

Thank you,  
(Your name here)

**From:** Diviya Dhillon  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Saturday, 4 February 2023 4:00:29 PM

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**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To the Medical Board of Australia,

Prescriptions via an online form is convenient and affordable especially for Australians living in areas where access to doctors are limited. I would like to be provided with the best and easiest form of healthcare, such as online form prescriptions, as it is well suited to my lifestyle and many others similar to me would agree.

If Australians don't have the ability to access prescriptions through online forms then the impact could result in additional costs and reduced accessibility of our healthcare. This could also ultimately and negatively affect our overall health if we can not efficiently access the help we need.

Thank you.

[REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Sunday, 5 February 2023 12:05:11 PM

---

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear team,

I would like you to consider NOT introducing restricting the ability of Australians to access prescriptions, and prescriptions with repeats through online forms.

As a senior citizen with multiple issues you will appreciate it is difficult to see your GP each time you need a prescription, especially finding bulk billing doctors.

Thank you

[REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Sunday, 5 February 2023 4:31:12 PM

---

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To the Medical Board of Australia,

Good afternoon I'm responding to the email regarding the online script service. Quite frankly I would like to see this service continued as I found it to be extremely reliable when I needed help with some Keflex antibiotic tablets for a UTI that would not go away with the first lot of tablets I got through my own GP. Unfortunately I found the problem reoccurred on a holiday weekend and my own GP was unavailable and so were lots of others I tried to get into to see. If I didn't get the script from Escripts I would of suffered all over a long weekend and it was a modest cost of \$19 which was great as I knew what I needed and the Dr online obviously knew I was in a state as I explained my problem and I had a script and Keflex within the hour. I realise that some people might try to abuse this service but the GPs are not silly and I'm sure they would not give out scripts for anything that was going to be used by drug addiction people or anything sinister. If they were concerned then a consultation would obviously be the correct method to respond to these patients but for treatment like I had then a quick e script is very good service for a problem on a holiday weekend when a GP is not available anywhere. Please be mindful of this and don't take the e script service away as people will have to fork out more money just to get a script for a minor problem by having to book a consult every time. Thankyou  
(Add your response here)

Thank you,  
(Your name here)

Sent from my iPad

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Sunday, 5 February 2023 5:23:10 PM

---

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To the Medical Board of Australia,

Please don't get rid of Insta consults and scripts. In [REDACTED] there are not enough Drs and they are very hard to get into. I have rheumatoid Arthritis and the online health services have got me out of trouble many times when I needed them most.

Please don't take away this brilliant service as I have been more than impressed and they have saved me a lot of money. Please don't change things for the purpose of making more money by making it face to face physical appointments when as I said we lack Drs.

Thank you,  
[REDACTED]

*Kind Regards*  
[REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Sunday, 5 February 2023 10:11:25 PM

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**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To the Medical Board of Australia,

I'm writing in concern to the changes you want to make. I recently used online scripts as I needed a script for antibiotics. I had a urine infection and I had tried Ural, with no success. I knew I had a urine infection. To see a doctor, the cost would have been an extra \$80, also taking up an appointment time much more needed by another person.

My husband has to pay to see a doctor every time he needs his scripts renewed. Same medication that he needs to have a script re written every 3month, each time costing around an extra \$80.

It is a ridiculous cost to us, and waste of a doctors time.

Thank you,

[REDACTED]

Sent from [Mail](#) for Windows



**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Monday, 6 February 2023 1:35:26 PM

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CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To the Medical Board of Australia,

It's quite incredible that given the state of complaints handling by AHPRA and gaps in that process, slowness and inadequacy as well as the general protection of medical livelihoods being the first priority that this is what you are choosing to focus on. This service provides ease and equity of access to people and the harm risk is much lower than letting someone continue to perform procedures who has already been accused of repeated harmful negligent acts. How about put your policy focus into making transparent and public the number and nature of complaints and warnings against medical practitioners so consumers can be fully informed and at least make a more informed self assessment of the quality of the provider they choose to engage.

Thanks

[REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Monday, 6 February 2023 1:36:34 PM

---

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To the Medical Board of Australia,

As a consumer of online scripts I believe some types of scripts should be available at an easy affordable price to prevent inequity in access. Scripts that are ongoing repeat scripts such as contraceptive pill in particular should be accessible without a full Dr consultation for each script.

Thanks

[REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines'  
**Date:** Monday, 6 February 2023 2:26:45 PM

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**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

These restrictions would mean that we wont be able to access a prescription via an online form without also speaking directly to a doctor. The impact of this will result in additional costs and reduced accessibility of your healthcare. This will especially disadvantage Australians who live in areas where access to doctors is limited.

Most of the time you are unable to get into a GP for weeks – leaving things untreated.

With people like myself who have a chronic disease – having the support of a telehealth doctor in these times of need is amazing taking this away will put more strain on the public system along with the already under pressure GP.

Please think before taking this away.

Regards

[REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Monday, 6 February 2023 8:21:05 PM

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**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To the Medical Board of Australia,

I have personally been in situation where telehealth appointment was my only option. I received excellent service well set questions about my symptoms and advice how to proceed to speed up the process of healing top with the prescription medication. I believe it is essential to have telehealth available with doctors prescription authority.

Thank you,

[REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Tuesday, 7 February 2023 12:30:22 PM

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**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To whom it may concern,

I am a 42 year old female. I live in a remote/rural area of Victoria and my closest doctors in the next town closed down about 18 months ago. Since it closed down I've been using an online doctors service for my health. This service has been a massive help for me, they have been very thorough and without them I probably would have been forced to suffer in silence. If this service is taken away or limited to people like myself, whom are already limited to medical services, it would have a devastating effect on personal well-being. The doctors I've had consultations with have been very thorough and have felt more concerned about my health issues than some I have visited in a private practice consultation. I've been called via face time consultations, had full history questionnaires and many follow up check-ins from the online doctor service I use and I've always felt like my concerns are being met and that someone whom actually cares is really listening. Without this service I'm not sure which way I'd turn. Please don't take this service away from people whom have very limited options

Thank-you for your time

Sincerely

[REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Tuesday, 7 February 2023 12:53:16 PM

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**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

I am writing To the Medical Board of Australia,

As A shift worker and some one who starts at 0645 hrs and finishes at 1645 hrs or 1815 hrs find that being able to access instant scripts and access to being prescribed medication helps to keep myself at work as I can ring  
A doctor rings back and listens  
Diagnoses accordingly  
Then if needed gives a prescription to be filled to alleviate my illness or Injury  
Interestingly pharmacists are lobbying to do the same  
Perhaps for the reason I mentioned  
That is  
Keep people at work  
I have also endorsed to many of my fellow workmates the advantages of instant scripts  
As we are all aware it ain't easy to see a doctor and be prescribed medication if necessary on the day of feeling unwell

Thank you,  
[REDACTED]

Sent from my Galaxy

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Tuesday, 7 February 2023 3:14:11 PM

---

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To the Medical Board of Australia,

We live in a regional area of Australia where it can be very difficult to get in to see a GP unless we book weeks in advance.

We rely on telehealth often, which, as pensioners, can be expensive. The much cheaper way for us to get a regular script is by instant scripts where it costs \$19 for a script as opposed to \$45 for a less than minute consult with a telehealth GP.

Please don't change legislation- please allow us to continue getting a script online- IT IS STILL REVIEWED BY A MEDICAL DOCTOR FIRST ANYWAY- and scripts are limited- for example, no schedule 8s or antipsychotics are available, so it is safe.

Thank you,  
[REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** submission regarding asynchronous prescribing  
**Date:** Wednesday, 8 February 2023 12:31:31 PM

---

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Sir/Madam

I am writing in regards to your draft recommendation to restrict asynchronous prescriptions.

I am a user of an online prescription service, and for many medications it is eminently suitable. Given the shortage of GPs and the access issues for many patients, I am not sure why you would recommend restricting a service which is working well. The advent of better technology and communications should mean innovations which increase the efficiency of the healthcare systems and provide a better experience for patients should be welcomed by all stakeholders.

Thank you for reading this submission.

regards

[REDACTED]



**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Insta Scripts Needs To Stay!  
**Date:** Wednesday, 8 February 2023 3:31:57 PM

---

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To the Medical Board of Australia,

I am a customer of Insta scripts and all I can say is they have been invaluable to me as I am a full time carer of a severely disabled child and when I was ill myself Insta scripts not only made medication available to me and saved me waiting hours at emergency for treatment on a weekend when all medical centres were closed and I could get medication with a quick pop in to our local chemist. I think the medical board really need to look into how people who care for others fulltime need access to medicine that is easy and convenient and also the chance to talk to a GP through the app is invaluable. Stop taking away much needed services when Australia is really lacking in weekend availability of GP services and our emergency departments are anxiety inducing nightmares with minimum wait times of 4 hours. Please, please, please see the sense in leaving a company like insta scripts alone. There are many reasons people such as I need them and to know I don't need to stress as much as I do normally may extend my life also, as caring for a person with a disability is so hard and so draining that our own health suffers tremendously. Please see the light and leave alone something that is not broken.

Thank you

[REDACTED]  
[REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Wednesday, 8 February 2023 4:07:24 PM

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CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To the Medical Board of Australia

As someone living in regional Queensland I believe that being able to order a script online is very important. Between Christmas I needed medication for a migraine and despite making an appointment with my GP mid December no appointments were available until the third week of January. Without the valuable online services I would have had to present myself to the overburdened busy emergency ward at our local hospital during the holiday season or suffer needlessly.

I have a daughter that lives in a community out West that does not have a doctors clinic and the closest one is 100 km away. It might be simple for city dwellers to hop on a bus or train, but out here it is often a long drive when you aren't feeling well.

I don't think it unreasonable to have online services available when there is such a shortage of general practitioners outside the capital cities.

I often refer to visiting a GP clinic as "McMedicine" because the doctor has no alternative except to churn their patients out the door every 10 minutes. There is no personal touch and online services wouldn't be any drop in service standards that already exist. I am well into my sixties and it is only recently (the last 18 months) anyone had been checking my blood pressure. Of course I had to ask! I would also be happy to see pharmacists providing scripts for some medications.

Thank you.

[REDACTED]

Sent from my iPhone

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines'  
**Date:** Thursday, 9 February 2023 10:51:38 AM  
**Attachments:** [image001.png](#)

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**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi there

I have read some articles recently and also discussed with my doctor who I use via telehealth.

I am a time poor busy person, who during covid utilised drs more readily than normal, I struck gold, found a empathetic and thorough dr who listens and took more time than a rushed GP.

Long and short, the effort and care provided by tele health has been better than a GP who you cant get into.

I explained issues, they listened prescribed when needed but most importantly referred a specialist too. Minus this a cancerous growth would never of been found, a usual GP just wipes you, they are rushed and never took time and care like the dr I found and use on teleheaoth medmate.

If you are looking at restricting a time poor profession it is crazy.

There is clearly a dr shortage and the online version I have got better care than with a GP in person.

Kind Regards,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Friday, 10 February 2023 1:58:10 PM

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**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To the Medical Board of Australia,

I am writing out of concern to the proposed restrictions on the ability for Australians to access prescriptions through online forms. I am opposed to the proposed restrictions

These restrictions mean I and a lot of other Australians would be unable to access a prescription via an online form without also speaking directly to a doctor, which I feel is completely irrational given I can only get medications for which I am already prescribed by my regular doctor. Furthermore, only when I can't get an appointment for a required prescription. In addition to this is the added cost of being able to obtain a prescription, due to being imposed with a requirement for a consultation is out of the reach for most Australians as online consultations are more out of pocket for us. The proposal directly impacts me and would result in additional costs and reduced accessibility of my healthcare. Thinking about others who live more remotely too, therefore, this is a big disadvantage to a lot of Australians who live in areas where access to doctors is limited or long waits for appointments is required.

Thank you,

Yours sincerely,

[REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines  
**Date:** Monday, 13 February 2023 2:17:25 PM

---

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To the Medical Board of Australia,

Please don't introduce restrictions to accessing prescriptions through online forms.

I have used this service several times to gain access to innocuous drugs that have greatly benefited me, without having to waste a doctor's time, sit in a crowded waiting room or present to an already overstuffed ED.

For people who suffer chronic conditions where medication is needed, but not habit forming or life threatening (such as those on thyroxine), or acute conditions that flare up and need action immediately (for example UTIs), this service saves patients and doctors time.

Thank you,

[REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation: revised telehealth guidelines [SEC=UNOFFICIAL]  
**Date:** Tuesday, 14 February 2023 11:43:52 AM

---

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hi

Re: the proposed revision of the telehealth guidelines.

I would be devastated to lose the invaluable service I receive through IntsantScripts. The ability to renew my medications from time-to-time without having to speak directly to a Doctor is a significant time, cost and emotional saving. The medications for which this service is available are already from a very restricted range and do not come with multiple repeats. To suggest that an individual is ignorant to the occasional need to consult directly with a Doctor is condescending in the extreme. It also pre-supposes some sort of ease in “getting in” to see a general practitioner. I can assure you that in [REDACTED] this is no small feat – many practices don’t even take “new patients”. As for the “walk-in” establishments, after a 3 hour+ wait there is no guarantee you’ll get a consultation that offers a single extra benefit compared to the InstantScripts service.

I sincerely hope the revision doesn’t also extend to the medical certificate service. The extent to which general practices get utterly clogged with needless consultations with people seeking a medical certificate and nothing else – for conditions that require no prescription and for which no special advice can be provided – must be truly staggering.

Thank you

[REDACTED]  
[REDACTED]

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Consultation revised telehealth guidelines  
**Date:** Thursday, 2 February 2023 11:44:43 AM

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To Whom It May Concern,

I just wanted to email you concerning the Consultation revised telehealth guidelines.

I had an online consultation with a doctor last Sunday as I couldn't get an appointment with my doctor in [REDACTED] for 2 weeks. As it turned out I have Shingles and you need to start the medication within 72 hours of the rash breaking out for the medication to work. It is very difficult to make doctors appointments here as there is such a shortage of doctors. The online prescription service is fantastic for people in this situation, and it would be such ashame for this to change.

Regards

[REDACTED]