

From: [REDACTED]
To: [medboardconsultation](#)
Subject: Consultation: revised telehealth guidelines
Date: Monday, 9 January 2023 9:09:35 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,

As a pharmacist who has received prescriptions from online services that use "check list" I have a few examples to share.

One patient had received his 4th lot of colchicine for treating his gout in a 3 month period from one of these services.

I asked if he was having any blood test to check his uric acid levels and maybe a prevention such as allopurinol would be a something to discuss with his doctor.

I called the number included on the emails script and spoke with a lovely reception staff, but was unable to speak with the prescribing doctor. They noted that I had called and the I was concerned with the frequency of colchicine was being prescribed.

Another patient let us know of the service and how great it was, she had filled out the form, but on her first go she was told she did not qualify to be prescribed her Venlafaxine 150mg via the service, so went back and changed her answer and was approved the second time, "I didn't even need to speak to a doctor" was her statement.

Another patient was new to us as was prescribed THC via a marijuana-based telehealth service. After providing the patient with an initial supply 4 scripts for 4 different types of THC and MCT containing medications arrived in our email. I tried to contact the doctor on 3 occasions to discuss the over prescribing of these medications and to have a plan for the supply over time, but I was unable to get past the receptionist and the doctor never returned the call. On the 4th occasion I was told not to worry as the patient was to get supply from another location. Which may or may not have been the dispensary in the same building as the doctor was registered to be practicing.

While I believe telehealth services have their place, if it is not a video consult with a doctor or prescribing health professional to discuss your medical issues and it is just a tick box service, then hand in the stethoscopes now and hand it over to AI systems.

May your regulations improve the services provided to patients in need.

[REDACTED]
B.Pharm