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| Resupply of oral contraceptive pill |
| Community Pharmacist Statewide Pilot - Patient handout  March 2024 |
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# Purpose

Participating pharmacists in the Community Pharmacist Statewide Pilot (the pilot) can now treat several common and low-risk health concerns, administer travel and other vaccinations and provide travel health advice.

This handout contains information about the resupply of the oral contraceptive pill, costs, information for after your consultation and where to find additional support. It also outlines ways to provide feedback or make a complaint about the pilot service.

# Eligibility

To be eligible for a resupply of your oral contraceptive pill (the pill), you must meet the following criteria:

* Be a woman or gender diverse person with female biology
* Be aged between 16 to 50 years (inclusive)
* Have taken the pill continuously for two years as prescribed by a doctor (GP) or other authorised prescribing health care practitioner
* Have had at least one review of the pill within the last two years by a doctor or other authorised prescribing health care practitioner

People with or without a Medicare card and international students are eligible under the pilot.

Please note, not all oral contraceptive pills will be available under the pilot.

If you have run out of repeats, or your prescription has expired and you meet the above criteria, you are eligible for resupply of the pill.

# Your consultation

To ensure you receive safe and appropriate care, your pharmacist will meet with you in a private consulting room.

Following your consultation, if you provided your contact details to your pharmacist during the consultation, you will receive an SMS or an email from the Department of Health in 7 days to check how your consultation went.

### Providing your consent

Your pharmacist will provide you with the Consent to Treatment and Privacy Information sheet. This contains information about the consents for the pilot.

### What to expect during the consultation

The pharmacist will ask you questions before and during your consultation. This will help them to decide if they should resupply your pill or refer you to a doctor. If your pharmacist refers you to your doctor, they will explain the reasons to you.

These may include:

* Your medical history
* You are requesting a different type of pill or an alternative form of contraception.
* Your current pill is unsuitable.
* You are experiencing heavy menstrual bleeding or vaginal bleeding that is unexplained and has not been assessed by a doctor.
* You may be pregnant.
* ASTI (sexually transmitted infection) screening is recommended for you. However, your pharmacist may still supply your oral contraceptive pill, if appropriate.

After your consultation

If you experience any new symptoms of concern when you are taking your pill, please see your doctor.

# Where to get more information

For more information, please visit the following websites:

* [Better Health Channel - Oral contraceptive pills](https://www.betterhealth.vic.gov.au/health/healthyliving/contraception-choices#oral-contraceptive-pills) <www.betterhealth.vic.gov.au/health/healthyliving/contraception-choices#oral-contraceptive-pills>
* [Better Health Channel - Safe sex](https://www.betterhealth.vic.gov.au/health/healthyliving/safe-sex)

<www.betterhealth.vic.gov.au/health/healthyliving/safe-sex>

* [Sexual Health Victoria](https://shvic.org.au/)

<www,shvic.org.au/>

* [Melbourne Sexual Health Centre: expert sexual health information, advice, testing, treatment and support](https://www.mshc.org.au/) <www.mshc.org.au>
* [1800MyOptions - information about contraception, pregnancy options and sexual health in Victoria](https://www.1800myoptions.org.au/) <www.1800myoptions.org.au/>
* [Jean Hailes contraception fact sheet](https://www.jeanhailes.org.au/resources/fact-sheets/contraception)

<www.jeanhailes.org.au/resources/fact-sheets/contraception>

* Consumer Medicine Information (CMI) - Your pharmacist can advise on CMI leaflets

# What will it cost?

The pharmacist consultation is free.

## Medicine costs

If you are an Australian resident with a Medicare card, you will pay no more than your current Pharmaceutical Benefits Scheme (PBS) co-payment for medicines supplied under the pilot. This includes concession card holders and those eligible for subsidised medicine under the Closing the Gap (CTG) program.

A valid Medicare card and a valid concession card or cards must be shown on request to be charged the subsidised amount.

If a medicine is not listed under the PBS, you will pay full price, the same as you would if you had a prescription from your doctor.

#### Overseas visitor/international student

If you are an overseas visitor or an international student from the following country, you are eligible to access subsidised medicines under the pilot by showing your passports or a Reciprocal Health Care Agreement (RHCA) Card:

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| * United Kingdom * Ireland * New Zealand * Malta | * Italy * Sweden * The Netherlands * Finland | * Norway * Belgium * Slovenia |

Overseas visitors not included in the above list of countries will pay the cost of a private script for any medicines supplied under the pilot.

## Safety Net

Please be aware that any medications provided in the pilot will **not** contribute to your Pharmaceutical Benefits Scheme (PBS) Safety Net.

However, medications you are supplied will be provided in line with Safety Net pricing for people who have exceeded the annual threshold.

If you prefer that your medications *do* contribute to your Safety Net total, then you will need to see your doctor for a prescription.

# How to make a complaint

Information on the complaints processes for patients is available at [www.health.vic.gov.au/feedback-and-complaints](http://www.health.vic.gov.au/feedback-and-complaints)

If you have a complaint, you can take the following steps to get the complaint resolved:

**Step 1.** Discuss your complaint with a staff member from the community pharmacy where you received the service.

**Step 2.** If the complaint cannot be resolved at Step 1, or you are dissatisfied with the outcome, you can choose one of the following ways to lodge a formal complaint with the department:

* Submit the complaint online via our online form: <https://feedback.dhhs.vic.gov.au/layout.html#/DH>
* Email our Feedback and complaints team via [health.feedback@health.vic.gov.au](mailto:health.feedback@health.vic.gov.au)
* Mail: Health Feedback, GPO Box 4057, Melbourne, Victoria, 3000.
* Phone:1300 229 075. For more information, see our Contact us page: <https://www.health.vic.gov.au/contact-us>

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