



Electronic Prescribing

Contact list for software developers

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The Electronic Prescribing developer contact list provides a list of key contacts that are useful for software developers throughout the development and implementation of electronic prescribing functionality.

Contact Name	Contact Information
Australian Digital Health Agency For queries regarding the Agency's Electronic Prescribing technical framework	P: Business hours: 1300 901 001 or E: help@digitalhealth.gov.au
Department of Health For queries regarding the PBS legislative framework for Electronic Prescribing	E: ePrescribing@health.gov.au
Department of Human Services For queries regarding: <ul style="list-style-type: none">- PBS / RPBS claim systems or- the Healthcare Identifiers (HI) service	P: Business hours: OTS Help Desk - 1300 550 115 or E: otsliaison@humanservices.gov.au

Open Prescription Delivery Services

For queries regarding connecting to an open Prescription Delivery Service

Contact Name	Contact Information
eRX Script Exchange (conformity pending)	E: eprescribing@erx.com.au
MediSecure (conformity pending)	P: Monday – Friday (0800 – 1900): 1800 472 747 P: Saturday – Sunday (0900 – 1700): 1800 472 747 or E: helpdesk@medisecure.com.au

Active Script List Registry

For queries regarding connecting to an Active Script List Registry

Contact Name	Contact Information
Medi-Map (conformity pending)	P: (24 hours): 1800 431 420 or E: support@medi-map.com.au
Medication Knowledge (conformity pending)	E: eprescribing@erx.com.au

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