



Our Digital Future
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ieMR Advanced



Pharmaceutical Benefits Scheme printers Frequently asked questions

From Wednesday 11 April 2018, prescriptions generated at Lady Cilento Children's Hospital will be printed electronically on approved stationery from a Pharmaceutical Benefits Scheme (PBS) printer. PBS printers are available in every clinical area and can be easily recognised by the green Rx printer label on the printer. Some PBS printers have been integrated into existing printers while others are new, stand-alone PBS printers.

The tray containing the PBS prescription paper is locked.

Who will be responsible for ordering and restocking the PBS prescription paper?

The care and responsibility of the PBS prescription paper remains unchanged. Nurse unit managers (NUMs) and team leads are responsible for PBS prescription paper including restocking and ordering.

Who will hold the key for the locked drawer?

The NUM/team lead will retain the key for the locked printer tray.

How often does PBS prescription paper need to be restocked?

Each area should establish a routine that meets the needs of their specific clinical area. Each printer tray holds 250 prescriptions.

How do I order PBS prescription paper?

The process to reorder PBS prescription paper remains unchanged. The NUM/team leads should reorder the PBS prescription paper from pharmacy using the ordering book. Each NUM/team lead should keep a supply of PBS prescription paper locked securely in their clinical area.

What happens if the PBS printer jams?

Printer jams should not slow clinical workflow. If a paper jam or any other technical fault occurs, clinicians should print to the backup printer option for their clinical area. The jam/fault should also be reported to the NUM/team lead.

What happens when the NUM is away and the PBS printer has a paper jam or requires restocking?

If the NUM/team lead is away, and there is an urgent need to print from the PBS printer with a fault, then the patient flow manager and/or safety CNC will hold a spare key for emergencies only. Clinicians should print to the backup printer until the NUM/team lead is able to correct the fault.

Can nursing staff print to the PBS printer by accident?

Only clinicians with a prescriber indicator appointed to their position can print a PBS prescription – this has been built into the system. The printer name will appear when the prescriber is in the prescription ordering page in the ieMR.

What do we do with the old prescription pads?

Both PBS prescription printing and the use of hand written prescription pads will occur until all patients have transitioned to the digital system. Each NUM/team lead will then maintain a supply of prescription pads to be used during a downtime event. These prescription pads should be securely locked away with the surplus PBS prescription paper and not stored in the downtime boxes.

Contact the ieMR team for more information.

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