Accessing ScriptCheckWA via prescribing or dispensing software

Steps for enabling prescribing software

Product name	Technical help guide / instructions	Vendor contact information
Bp Premier	Download the latest version of your software on each computer used for prescribing, and then: Enable ScriptCheckWA by completing the following steps: a. From the Main screen of Bp Premier select **Setup > Preferences > Prescribing tab** b. Tick **Enable real-time prescription monitoring** checkbox c. Click **Save & Close** Bp Premier Real Time Prescription Monitoring	1300 401 111

Communicare	1. Select **File > System Parameters** tab.
	2. On the **Clinical** tab, set **Use RTPM Service**.
	3. On the **Web Services** tab, **in the Real-Time Prescription Monitoring (RTPM) Service** pane:
	   ○ In the **URL** field, enter the URL of the RTPM API.
	   ○ In the **API Key** field, enter the RTPM key.
	4. Click ✓**Save** and enter the authority code provided by Communicare Support.
	
	Overview
	
	Set up instructions
	
	Troubleshooting
		1800 798 441

Product name	Technical help guide / instructions	Vendor contact information

Genie (Desktop)	Ensure you have the latest version of Genie (10.2.6 or higher) on all computers used for prescribing.
	
	Enable ScriptCheckWA by completing the following steps:
	
	  a. Navigate to **File > All User Preferences** and double-click on the provider/s who will be performing the prescribing
	  b. Tick the **Enable Real Time Prescription Monitoring** tickbox to enable notifications.
	
	Genie Real Time Prescription Monitoring
		1300 889 362

Medical Director Helix	1. Log in as a Health Care Professional 2. Go to **Settings > Preferences** 3. Tick the **Enable Real Time Prescription Monitoring Check Box** MedicalDirector Helix Real Time Prescription Monitoring	1300 300 161 Online Chat
Medical Director Clinical	1. From the Clinical front screen, select **User > Setup Users** and open [edit] each practitioner 2. Tick the **Participate in Real Time Prescription Monitoring** check box. MedicalDirector Clinical Real Time Prescription Monitoring	1300 300 161 Online Chat

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Medtech Evolution	1. Log into the application with the necessary setup rights 2. Navigate to **Setup > Staff > Provider tab** 3. Tick the "**Enable RTPM**" checkbox 4. Click OK to save the changes and then Close the window	1800 148 165 ausupport@medtechglobal.com
MMex	**Not currently integrated**, users can access ScriptCheckWA portal from the patient record through the following steps: 1. As an organisation administrator, open the Organisation Centre to the Settings tab. 2. Expand the Patient Details sub-section 3. In the External Settings section 4. In the External Link Text field type "ScriptCheckWA" 5. In the External link String Template field paste the online portal login page address https://hp.scriptcheck.health.wa.gov.au 6. Scroll to the top of the page and click Save In the demographic header of every patient record you will see a hyperlink that will take you to the ScriptCheckWA log in page.	1300 722 926 help@mmex.net.au
Shexie Platinum	Prescribers first need to contact Shexie support to enable ScriptCheckWA.	1300 743 943 support@shexie.com.au

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Stat	Each prescriber will need to enrol with eRx individually and turn on Real Time Prescription Monitoring (RTPM) in Stat. This option is found in **My Options** For more details on how to enable RTPM in the Stat software please refer to the release notes for version 4.4.6 or contact Stat Support	1300 00 STAT (7828) support@stathealth.com.au
VIP.net	Upgrade to Bp VIP.net Topaz Revision 2 Enable ScriptCheckWA by completing the following steps: 1. Select **Setup > Providers > This Clinic**. The **Providers** screen is displayed. 2. Check that the provider **Numbers** have been filled in. 3. Select the **Internal** tab 4. Select the **Enabled** tickbox in the **NDE PreCheck** section. 5. Click **OK** to save After RTPM is enabled for each prescribing provider, configuration is complete. Bp VIP.net Real Time Prescription Monitoring	1300 40 1111 support@bpsoftware.net
Xestro	Each prescriber to **enable Real Time Prescription Monitoring service** tickbox on their staff profile	1800 168 123 support@xestro.com

For all other prescribing software, contact your software provider directly for support.

Steps for enabling dispensing software

Product name	Technical help guide / instructions	Contact information
Corum LOTS Dispense	1. Launch LOTS > select Tools > Options 2. From the LOTS Options select System > SafeScript/NDE > Enable SafeScript *Select the optional POS Alerts checkbox to enable SafeScript notifications to be displayed when scripts are sold through POS. This option acts as a final check for unacknowledged scripts. It will not interfere with the script being sold and you will be able to progress with the sale.*	Webchat Phone: 1300 760 022 Email: support@corum.com.au
Corum Clear Dispense	1. From the main menu, choose **Pharmacy > Pharmacy Settings** 2. On the **Integrations** tab, tick the **SafeScript** checkbox 3. Choose **OK** to save the updated settings and return to the main *Dispense* screen	Webchat Phone: 1300 760 022 Email: support@corum.com.au
Dispense Works	1. From the Dispense Works home screen go to **Tools > Integrations > National Data Exchange** 2. Click **Enable** 3. Click **Save** 4. Restart Dispense Works on **all terminals**	Email: help@dispenseworks.com.au Phone: (07) 3277 9488
Fred Dispense Plus	Ensure you have the latest version of Fred Dispense Plus on all your computers used for dispensing. 1. From the **Wait** screen, tap **Administration** (in the **Activities Menu** section) > **Dispense Options**. 2. Change the **Real Time Prescription Monitoring** setting to **Enabled**, then **Save** your settings 3. Save your changes, then re-start Fred Dispense Plus on all terminals for the changes to take effect. More detailed, updated steps can be found at: Fred Dispense Plus Help Page	1300 731 888

Product name	Technical help guide / instructions	Contact information
Minfos	From **Dispense Pro**: 1. Click the **Maintenance** menu and select **D. Configuration.** The **Configuration** window is displayed. 2. From the **Real Time Prescription Monitoring** section of the **Pharmacy** tab, check the **Enable RTPM** checkbox Follow the prompts on the screen. Minfos help page Minfos integration video	Email: help@minfos.com.au Phone: 1300 887 418
RxOne	RxOne has automatically turned on ScriptCheck for you. If you wish to confirm the flag is set: 1. From the RxOne Home screen go to **'Options' > 'Switchboard'** tab 2. Select **'Enable NDE integration'**	Email: support@rxone.co.nz

Z Dispense	1. Ensure you have the latest version of Z Dispense on all your computers used for dispensing.
	
	2. On one computer used for dispensing:
	
	   a. Go to **Store > Store Configuration > Other**
	   b. Select **Activate prescription check for NDE**
	   c. Tick **Prompt missing DOB for: Monitored Drugs**
	   d. Click **Save**.
	
	Z Software help page *(Z Software login required)*
		Email:
		
		support@zsoftware.com.au
		
		Phone: (02) 8543 9944

For all other dispensing software, contact your software provider directly for support.

Using the RTPM Notification App

If your clinical software is not fully integrated with ScriptCheckWA, install the RTPM Notification App on each of the devices used to access ScriptCheckWA.

This will enable the device to receive real-time pop-up notifications when you prescribe or dispense monitored medicines.

To download the RTPM Notification App you must first log on to ScriptCheckWA. Then click on the user details (top right) and choose About.

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