

## E-script software glitches

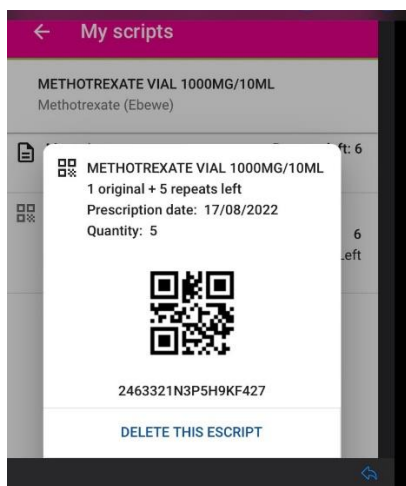
### Methotrexate Vials E-script Issue

An e-script was written for MTX 50mg in 2ml, it appeared correct on the patient's phone but when it was transferred automatically into her Priceline app, the dose had changed to 1000mg in 10mls (see screenshots below).

This was reported to the Business Integrity and Digital Health Division at the Department of Health and has been investigated. Issues were found in both the MedAdvisor app (used by Priceline Pharmacy) and Best Practice prescribing software. These are currently being rectified. **It is recommended that if you use Best Practice software that you run the latest update (released last week) to remedy this issue.**

Both incidents have been raised with the Agency's Conformance & Assurance team for future test cases.

ePrescription sent to 0400 556 339: Endep 10 10mg Tablet (Amitriptyline Hydrochloride) half-3 about an hour before  
ePrescription sent to 0400 556 339: Methotrexate 50mg/2mL Injection (Methotrexate) 0.8-1ML SUB CUT /WEEK.  
Letter printed.



### Adalimumab Biosimilar E-script Glitch

We have received a report from a member regarding an adalimumab biosimilar e-script issue. Despite entering the correct details for psoriatic arthritis as the indication (no item code was included), the QR code auto populated an item code for Crohn's disease. The pharmacist noticed this and called the prescriber stating that the wrong item code had been chosen, however the prescriber had not chosen an item code. The prescriber can't see this but the pharmacist can. If the incorrect item code comes up it can result in the script being rejected and the pharmacist will not get re-imbursed for the medicine.

This has also been reported to the Business Integrity and Digital Health Division at the Department of Health and we are currently waiting for a response.

If you experience any issues with e-script errors can you please send the details to Camilla Bennett, ARA Clinical Project Officer, [project@rheumatology.org.au](mailto:project@rheumatology.org.au) and she will follow up with the Department of Health.