# PBS INFORMATION LINE REPORT, 2014-2015

The PBS Information Line, established in 1990, is an Australia-wide service which gives information on all aspects of the Pharmaceutical Benefits Scheme to the general public, health professionals, consumer groups, and to other Government Departments and agencies.

During the period 1st July 2014 – 30th June 2015, the information line received **8,836** calls.

|  |  |  |
| --- | --- | --- |
| **Conclusion** | **Number of calls** | **%** |
| Satisfied | 8,824 | 99.86 |
| Dissatisfied | 12 | 0.14 |
| Abusive | 0 | 0.00 |
| **Total** | **8,836** | **100.00** |

**Breakdown of calls by month:**

|  |  |  |
| --- | --- | --- |
| **Month** | **Number of calls** | **%** |
| July 2014 | 938 | 10.62 |
| August 2014 | 798 | 9.03 |
| September 2014 | 692 | 7.83 |
| October 2014 | 1,002 | 11.34 |
| November 2014 | 729 | 8.25 |
| December 2014 | 630 | 7.13 |
| January 2015 | 759 | 8.59 |
| February 2015 | 616 | 6.97 |
| March 2015 | 618 | 6.99 |
| April 2015 | 623 | 7.05 |
| May 2015 | 717 | 8.11 |
| June 2015 | 714 | 8.08 |
| **Total** | **8,836** | **100.00** |

**Breakdown of calls by issue:**

|  |  |  |
| --- | --- | --- |
| **Issue** | **Number of calls** | **%** |
| Pharmacy Item | 5,882 | 47.74 |
| Safety Net Issue | 4,695 | 38.11 |

**Breakdown of calls: Pharmacy item issue**

|  |  |  |
| --- | --- | --- |
| **Pharmacy Item Issue** | **Number of calls** | **%** |
| Authority Scripts | 1,311 | 22.29 |
| Cost of Item to Patient | 453 | 7.70 |
| Availability | 397 | 6.75 |
| Listing Status Query | 368 | 6.26 |
| Other | 328 | 5.58 |
| Centrelink Concession Card | 326 | 5.54 |
| Brand Price Premium | 222 | 3.77 |
| Doctors Bag | 209 | 3.55 |
| Schedule | 174 | 2.96 |
| Refund – DHS Office | 165 | 2.81 |
| Section 100 Items | 151 | 2.57 |
| Prescription Rules | 110 | 1.87 |
| Comm Seniors Health Care Card | 108 | 1.84 |
| Eligibility for the PBS | 108 | 1.84 |
| DHS (Medicare) Query | 97 | 1.65 |
| PBAC | 94 | 1.60 |
| Prescriber/Dispenser Number | 94 | 1.60 |
| Claims/Processing | 93 | 1.58 |
| Centrelink/DVA Query | 91 | 1.55 |
| Private Scripts (non-PBS) | 86 | 1.46 |
| Cost of Item to Gov | 75 | 1.28 |
| Closing the Gap | 61 | 1.04 |
| PBS Website Enquiry | 61 | 1.04 |
| Taking and Sending Medicines Overseas | 58 | 0.99 |
| Deletion of Item | 53 | 0.90 |
| Restricted Items | 49 | 0.83 |
| Regulation 24 | 46 | 0.78 |
| Brand Substitution | 44 | 0.75 |
| Prescription Shopping | 40 | 0.68 |
| Schedule 8 Drugs | 38 | 0.65 |
| PBS Statistics | 37 | 0.63 |
| RPBS Query | 37 | 0.63 |
| Repeats (Reg 25) | 37 | 0.63 |
| SN20DR | 35 | 0.60 |
| Therapeutic Group Premium | 29 | 0.49 |
| Generic Medicines | 24 | 0.41 |
| Extemporaneously Prepared Item | 23 | 0.39 |
| HMR/DMMR | 22 | 0.37 |
| Public Hospitals and the PBS | 20 | 0.34 |
| IME | 18 | 0.31 |
| Patient Contribution | 18 | 0.31 |
| Reciprocal Health Care Agreements | 17 | 0.29 |
| Special Access Scheme | 15 | 0.26 |
| Budget | 13 | 0.22 |
| Patient Co-Payment Increase | 7 | 0.12 |
| Flu Vaccine | 6 | 0.10 |
| Private Hospitals and the PBS | 4 | 0.07 |
| Be Wise Brochure | 3 | 0.05 |
| Hospital Reforms | 3 | 0.05 |
| Special Patient Contribution | 2 | 0.03 |
| Asthma Awareness Campaign | 1 | 0.02 |
| Withdrawal of Printed Schedule | 1 | 0.02 |
| **Total** | **5,882** | **100.00** |

**Breakdown of calls: Safety net issue**

|  |  |  |
| --- | --- | --- |
| **Safety Net Issue** | **Number of calls** | **%** |
| Safety Net Threshold | 1,508 | 32.12 |
| General SN Query | 913 | 19.45 |
| Refund – DHS (Medicare) | 771 | 16.42 |
| Recording Prescriptions | 403 | 8.58 |
| SN Recordable Value | 194 | 4.13 |
| Families/Dependants | 169 | 3.60 |
| SN Stationary | 165 | 3.51 |
| SN Processing | 141 | 3.00 |
| SN Eligibility | 132 | 2.81 |
| SN Period | 91 | 1.94 |
| Combined Safety Net | 51 | 1.09 |
| Cross-overs | 41 | 0.87 |
| Joint Safety Net | 40 | 0.85 |
| SN Change of Status | 38 | 0.81 |
| Lost/Supplementary Card | 38 | 0.81 |
| **Total** | **4,695** | **100.00** |