

PBS INFORMATION LINE REPORT, 2005-2006

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, Ministers' and MPs' offices, and to other Government Departments and agencies.

During the period July 2005 - June 2006, the Line received 28,706 calls.

| Conclusion | Number of calls | % |
|-------------------|------------------------|---------------|
| Satisfied | 28,644 | 99.78 |
| Dissatisfied | 50 | 0.17 |
| Abusive | 12 | 0.04 |
| Total | 28,706 | 100.00 |

Breakdown of calls by month:

| Month | Number of calls | % |
|----------------|------------------------|----------------|
| July 2005 | 2,427 | 8.45% |
| August 2005 | 2,386 | 8.31% |
| September 2005 | 2,464 | 8.58% |
| October 2005 | 2,367 | 8.25% |
| November 2005 | 2,395 | 8.34% |
| December 2005 | 1,820 | 6.34% |
| January 2006 | 3,452 | 12.03% |
| February 2006 | 2,594 | 9.04% |
| March 2006 | 2,449 | 8.53% |
| April 2006 | 1,870 | 6.51% |
| May 2006 | 2,279 | 7.94% |
| June 2006 | 2,203 | 7.67% |
| Total | 28,706 | 100.00% |

Breakdown of calls by issue:

| Issue | Number of calls | % |
|------------------|------------------------|----------|
| Pharmacy item | 23,678 | 59.48 |
| Safety net issue | 16,131 | 40.52 |

Breakdown of calls: Pharmacy item issue

| Pharmacy Item Issue | Count | % |
|--------------------------------|-------|-------|
| Centrelink Conc. Card | 5526 | 23.3% |
| SN20DR | 2490 | 10.5% |
| Schedule | 2290 | 9.7% |
| Authority Scripts | 2238 | 9.5% |
| Claims / Processing | 1152 | 4.9% |
| Cost of item to patient | 952 | 4.0% |
| Other | 830 | 3.5% |
| Availability | 629 | 2.7% |
| C'th Seniors Health Card | 593 | 2.5% |
| Taking Medicines Overseas | 589 | 2.5% |
| Refund - Medicare | 474 | 2.0% |
| Private scripts (non-PBS) | 431 | 1.8% |
| Schedule mailing list | 410 | 1.7% |
| Regulation 24 | 405 | 1.7% |
| Brand Price Premium | 403 | 1.7% |
| Eligibility for the PBS | 345 | 1.5% |
| Doctors Bag | 253 | 1.1% |
| RPBS enquiry | 235 | 1.0% |
| Prescription Rules | 218 | 0.9% |
| Deletion of item | 216 | 0.9% |
| Restricted items | 206 | 0.9% |
| Prescriber/Dispenser Number | 203 | 0.9% |
| Cost of item to Gov't | 196 | 0.8% |
| Repeats (Reg 25) | 189 | 0.8% |
| Medicare # collection | 177 | 0.7% |
| Section 100 items | 161 | 0.7% |
| Patient Contribution | 153 | 0.6% |
| Recip Health Care Agreements | 151 | 0.6% |
| HMR / DMMR | 136 | 0.6% |
| IME | 132 | 0.6% |
| Generic Medicines | 118 | 0.5% |
| Brand Substitution | 110 | 0.5% |
| Special Patient Contribution | 101 | 0.4% |
| Public hospitals and the PBS | 96 | 0.4% |
| Schedule 8 drugs | 94 | 0.4% |
| PBS Statistics | 89 | 0.4% |
| Bud05 - Delist Calcium Tab | 87 | 0.4% |
| Therapeutic Group Premium | 84 | 0.4% |
| Prescription Shopping | 80 | 0.3% |
| Internet query | 71 | 0.3% |
| Bud05 - Other | 67 | 0.3% |
| Patient Co-payment increase | 50 | 0.2% |
| Be Wise Brochure | 42 | 0.2% |
| Special Access Scheme | 41 | 0.2% |
| Extemp Prepared Item | 34 | 0.1% |
| Private hospitals and the PBS | 28 | 0.1% |
| Comm. Awareness Campaign | 26 | 0.1% |
| Withdrawal of Printed Schedule | 23 | 0.1% |
| Full cost on labels | 21 | 0.1% |
| Hospital Reforms | 14 | 0.1% |

| | | |
|---------------------------|--------------|---------------|
| Enhancing PBS Authorities | 7 | 0.0% |
| Flu Vaccine | 6 | 0.0% |
| Lipitor - TPG Removal | 4 | 0.0% |
| Integrated Best Practice | 2 | 0.0% |
| Total | 23678 | 100.0% |

Breakdown of calls: Safety net issue

| Safety Net Issue | Number of calls | % |
|----------------------------------|------------------------|---------------|
| Thresholds | 4677 | 29.0% |
| General | 1796 | 11.1% |
| Recording Prescriptions | 1585 | 9.8% |
| Families / Dependants | 1170 | 7.3% |
| Refund - Medicare Australia | 1152 | 7.1% |
| Recordable Value | 1087 | 6.7% |
| Stationery | 1006 | 6.2% |
| Period | 976 | 6.1% |
| Eligibility | 781 | 4.8% |
| SN Processing (Medicare Aust) | 524 | 3.2% |
| Cross-Overs | 424 | 2.6% |
| Lost card/Supplementary card | 335 | 2.1% |
| Joint Safety Net | 248 | 1.5% |
| Change of Status | 184 | 1.1% |
| CombSafetyNet(separated couples) | 86 | 0.5% |
| Bud05 - Threshold Increases | 81 | 0.5% |
| Bud05 - Immediate Supply | 19 | 0.1% |
| Total | 16131 | 100.0% |