

PBS INFORMATION LINE REPORT, 2006-2007

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 2006 - June 2007, the information line received **26,700** calls.

Conclusion	Number of calls	%
Satisfied	26,677	99.91
Dissatisfied	16	0.06
Abusive	7	0.03
Total	26,700	100.00

Breakdown of calls by month:

Month	Number of calls	%
July 2006	3,021	11.31%
August 2006	2,636	9.87%
September 2006	2,282	8.55%
October 2006	2,448	9.17%
November 2006	2,135	8.00%
December 2006	1,720	6.44%
January 2007	2,255	8.45%
February 2007	2,075	7.77%
March 2007	2,094	7.84%
April 2007	1,765	6.61%
May 2007	2,179	8.16%
June 2007	2,090	7.83%
Total	26,700	100.00

Breakdown of calls by issue:

Issue	Number of calls	%
Pharmacy Item	21,424	56.53
Safety Net Issue	16,475	43.47

Breakdown of calls: Pharmacy item issue

Pharmacy Item Issue	Number of calls	%
Centrelink Conc. Card	6,642	31.00%
Authority Scripts	1,846	8.62%
Availability	1,651	7.71%
Schedule	1,338	6.25%
Other	1,241	5.79%
Cost of item to patient	1,228	5.73%
SN20DR	768	3.58%
C'th Seniors Health Card	680	3.17%
Eligibility for the PBS	646	3.02%
Refund - Medicare	519	2.42%
Claims / Processing	518	2.42%
Cost of item to Gov't	407	1.90%
Brand Price Premium	385	1.80%
Taking Medicines Overseas	369	1.72%
Private scripts (non-PBS)	295	1.38%
Prescriber/Dispenser Number	235	1.10%
Prescription Rules	187	0.87%
Medicare # collection	180	0.84%
Doctors Bag	155	0.72%
Regulation 24	154	0.72%
Section 100 items	144	0.67%
Athsma awareness campaign	126	0.59%
Therapeutic Group Premium	126	0.59%
Brand Substitution	113	0.53%
Internet query	112	0.52%
HMR / DMMR	105	0.49%
RPBS enquiry	103	0.48%
Recip Health Care Agreements	102	0.48%
Restricted items	96	0.45%
PBS Statistics	87	0.41%
Withdrawal of Printed Schedule	84	0.39%
Deletion of item	71	0.33%
Generic Medicines	67	0.31%
Prescription Shopping	67	0.31%
Public hospitals and the PBS	52	0.24%
Patient Contribution	51	0.24%
Schedule mailing list	47	0.22%
Repeats (Reg 25)	46	0.21%
Schedule 8 drugs	43	0.20%
IME	37	0.17%
Special Patient Contribution	33	0.15%
Full cost on labels	30	0.14%
Patient Co-payment increase	30	0.14%
2007 PBS Reforms	26	0.12%
Private hospitals and the PBS	24	0.11%
Extemp Prepared Item	16	0.07%

Herceptin - Info Provided	16	0.07%
Be Wise Brochure	14	0.07%
Bud05 - Other	14	0.07%
Comm. Awareness Campaign	13	0.06%
Flu Vaccine	13	0.06%
Herceptin - Refer to Website	13	0.06%
Special Access Scheme	13	0.06%
Bud05 - Delist Calcium Tab	12	0.06%
Budget 07	9	0.04%
Lipitor - TPG Removal	9	0.04%
Hospital Reforms	6	0.03%
Integrated Best Practice	6	0.03%
Enhancing PBS Authorities	4	0.02%
Total	21,424	100.00%

Breakdown of calls: Safety net issue

Safety Net Issue	Number of calls	%
Thresholds	4,443	26.97%
Recording Prescriptions	1,840	11.17%
General SN query	1,741	10.57%
Recordable Value	1,639	9.95%
Period	1,182	7.17%
Eligibility	1,065	6.46%
Families / Dependants	1,064	6.46%
Refund - Medicare Australia	1,022	6.20%
Stationery	890	5.40%
SN Processing (Medicare Australia)	384	2.33%
Cross-Overs	339	2.06%
Lost card/Supplementary card	286	1.74%
Joint Safety Net	278	1.69%
Change of Status	206	1.25%
CombSafetyNet(separated couples)	81	0.49%
Bud05 - Threshold Increases	15	0.09%
Total	16,475	100.00%