

PBS INFORMATION LINE REPORT, 2007-2008

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 2007 - June 2008, the information line received **25,352** calls.

Conclusion	Number of calls	%
Satisfied	25,324	99.89
Dissatisfied	12	0.05
Abusive	16	0.06
Total	25,352	100.00%

Breakdown of calls by month:

Month	Number of calls	%
July 2007	2,529	9.98%
August 2007	2,175	8.58%
September 2007	1,855	7.32%
October 2007	1,938	7.64%
November 2007	2,154	8.50%
December 2007	1,532	6.04%
January 2008	2,248	8.87%
February 2008	2,096	8.27%
March 2008	1,986	7.83%
April 2008	2,226	8.78%
May 2008	2,389	9.42%
June 2008	2,224	8.77%
Total	25,352	100.00%

Breakdown of calls by issue:

Issue	Number of calls	%
Pharmacy Item	18,707	73.79%
Safety Net Issue	13,105	51.71%

Breakdown of calls: Pharmacy item issue

Pharmacy Item Issue	Number of calls	%
Centrelink Conc. Card	6235	33.33%
Authority Scripts	1443	7.71%
Other	1277	6.83%
Schedule	1212	6.48%
Availability	1010	5.40%
Cost of Item to Patient	959	5.13%
Refund - Medicare	756	4.04%
C'th Seniors Health Card	721	3.85%
Claims/Processing	587	3.14%
Eligibility for the PBS	406	2.17%
Brand Price Premium	361	1.93%
Prescriber/Dispenser Number	340	1.82%
Taking Medicines Overseas	237	1.27%
Doctors Bag	232	1.24%
SN20DR	230	1.23%
Private Scripts (non-PBS)	225	1.20%
Cost of Item to Gov't	191	1.02%
Prescription Rules	190	1.02%
Restricted items	164	0.88%
2007 PBS Reforms	141	0.75%
RPBS enquiry	133	0.71%
Section 100 items	130	0.69%
Regulation 24	119	0.64%
Brand Substitution	113	0.60%
HMR/DMMR	105	0.56%
Internet Query	100	0.53%
PBS Statistics	100	0.53%
Asthma Awareness Campaign	95	0.51%
Prescription Shopping	88	0.47%
Patient Contribution	85	0.45%
Generic Medicines	81	0.43%
Recip Health Care Agreements	77	0.41%
Repeats (Reg 25)	76	0.41%
Deletion of Item	69	0.37%
IME	52	0.28%
Public Hospitals and the PBS	45	0.24%
Withdrawal of Printed Schedule	39	0.21%
Patient Co-payment increase	34	0.18%
Private Hospitals and the PBS	33	0.18%
Extemp Prepared Item	25	0.13%
Be Wise Brochure	24	0.13%
Special Access Scheme	24	0.13%
Hospital Reforms	21	0.11%
Therapeutic Group Premium	21	0.11%
Full Cost on Labels	19	0.10%
Schedule 8 Drugs	19	0.10%

Schedule Mailing List	19	0.10%
Special Patient Contribution	18	0.10%
Flu Vaccine	17	0.09%
Budget 08	5	0.03%
Herceptin - Info Provided	3	0.02%
Lipitor - TPG Removal	1	0.01%
Herceptin - Refer to Department	0	0.00%
Herceptin - Refer to Website	0	0.00%
Integrated Best Practice	0	0.00%
Total	18,707	100.00%

Breakdown of calls: Safety net issue

Safety Net Issue	Number of calls	%
Thresholds	3218	24.56%
General SN Query	2201	16.80%
Recording Prescriptions	1455	11.10%
Recordable Value	1073	8.19%
Refund - Medicare Australia	940	7.17%
Families/Dependants	862	6.58%
Eligibility	800	6.10%
Stationery	740	5.65%
Period	486	3.71%
Joint Safety Net	429	3.27%
Lost Card/Supplementary Card	322	2.46%
SN Processing (Medicare Australia)	287	2.19%
Cross-Overs	163	1.24%
Change of Status	80	0.61%
CombSafetyNet (separated couples)	49	0.37%
Total	13,105	100.00%