

PBS INFORMATION LINE REPORT, 2008-2009

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 2008 - June 2009, the information line received **25,839** calls.

Conclusion	Number of calls	%
Satisfied	25,799	99.84
Dissatisfied	22	0.09
Abusive	18	0.07
Total	25,839	100.00

Breakdown of calls by month:

Month	Number of calls	%
July 2008	2,497	9.66
August 2008	2,152	8.33
September 2008	2,240	8.67
October 2008	2,338	9.05
November 2008	1,886	7.30
December 2008	2,018	7.81
January 2009	2,266	8.77
February 2009	2,315	8.96
March 2009	2,278	8.82
April 2009	1,857	7.19
May 2009	1,874	7.25
June 2009	2,118	8.20
Total	25,839	100.00

Breakdown of calls by issue:

Issue	Number of calls	%
Pharmacy Item	16,684	64.57%
Safety Net Issue	13,581	52.56%

Breakdown of calls: Pharmacy item issue

Pharmacy Item Issue	Number of calls	%
Centrelink Conc. Card	3767	22.58
Other	2211	13.25
Cost of Item to Patient	1170	7.01
Authority Scripts	1148	6.88
Refund - Medicare	1030	6.17
Claims/Processing	930	5.57
Availability	783	4.69
Eligibility for the PBS	726	4.35
Schedule	645	3.87
Prescriber/Dispenser Number	452	2.71
C'th Seniors Health Card	382	2.29
Doctors Bag	345	2.07
Prescription Rules	299	1.79
Private Scripts (non-PBS)	291	1.74
Brand Price Premium	233	1.40
Cost of Item to Gov't	196	1.17
Taking Medicines Overseas	189	1.13
Restricted items	159	0.95
Section 100 items	141	0.85
RPBS enquiry	138	0.83
Patient Contribution	137	0.82
Regulation 24	125	0.75
SN20DR	121	0.73
Prescription Shopping	93	0.56
Generic Medicines	87	0.52
HMR/DMMR	87	0.52
Deletion of Item	75	0.45
Public Hospitals and the PBS	68	0.41
IME	67	0.40
Repeats (Reg 25)	61	0.37
Brand Substitution	61	0.37
Patient Co-payment increase	60	0.36
PBS Statistics	57	0.34
Internet Query	49	0.29
Recip Health Care Agreements	48	0.29
Private Hospitals and the PBS	37	0.22
Schedule 8 Drugs	36	0.22

Special Access Scheme	31	0.19
Full Cost on Labels	27	0.16
Hospital Reforms	18	0.11
Extemp Prepared Item	18	0.11
Therapeutic Group Premium	16	0.10
Be Wise Brochure	15	0.09
Schedule Mailing List	12	0.07
Flu Vaccine	11	0.07
Special Patient Contribution	8	0.05
Withdrawal of Printed Schedule	7	0.04
Asthma Awareness Campaign	5	0.03
2007 PBS Reforms	4	0.02
Budget 08	4	0.02
Lipitor - TPG Removal	4	0.02
Total	16,684	100.00

Breakdown of calls: Safety net issue

Safety Net Issue	Number of calls	%
Thresholds	3117	22.95
General SN Query	2437	17.94
Recording Prescriptions	1650	12.15
Refund - Medicare Australia	1194	8.79
Eligibility	1167	8.59
Recordable Value	930	6.85
Families/Dependants	922	6.79
Stationery	534	3.93
Period	403	2.97
SN Processing (Medicare Australia)	280	2.06
Joint Safety Net	275	2.02
Lost Card/Supplementary Card	219	1.61
Cross-Overs	218	1.61
Change of Status	154	1.13
CombSafetyNet (separated couples)	81	0.60
Total	13581	100.00