

PBS INFORMATION LINE REPORT, 2009-2010

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 2009 - June 2010, the information line received **22,552** calls.

Conclusion	Number of calls	%
Satisfied	22,494	99.74
Dissatisfied	44	0.20
Abusive	14	0.06
Total	22,552	100.00

Breakdown of calls by month:

Month	Number of calls	%
July 2009	2,525	11.20
August 2009	2,058	9.13
September 2009	2,222	9.85
October 2009	1,681	7.45
November 2009	1,924	8.53
December 2009	1,555	6.90
January 2010	1,948	8.64
February 2010	1,826	8.10
March 2010	1,806	8.01
April 2010	1,514	6.71
May 2010	1,716	7.61
June 2010	1,777	7.88
Total	22,552	100.01

Breakdown of calls by issue:

Issue	Number of calls	%
Pharmacy Item	12,457	55.24
Safety Net Issue	11,974	53.10

Breakdown of calls: Pharmacy item issue

Pharmacy Item Issue	Number of calls	%
Centrelink Conc. Card	2423	19.45
Cost of Item to Patient	1237	9.93
Authority Scripts	1106	8.88
Availability	781	6.27
Refund - Medicare	751	6.03
Other	740	5.94
Schedule	699	5.61
Prescriber/Dispenser Number	480	3.85
Claims/Processing	462	3.71
Eligibility for the PBS	417	3.35
Doctors Bag	362	2.91
C'th Seniors Health Card	348	2.79
Private Scripts (non-PBS)	218	1.75
Cost of Item to Gov't	215	1.73
Taking Medicines Overseas	179	1.44
Brand Price Premium	171	1.37
Prescription Rules	168	1.35
Restricted items	121	0.97
Section 100 items	118	0.95
Deletion of Item	117	0.94
Prescription Shopping	116	0.93
Regulation 24	116	0.93
RPBS enquiry	87	0.70
Repeats (Reg 25)	81	0.65
SN20DR	78	0.63
Recip Health Care Agreements	72	0.58
Patient Contribution	68	0.55
HMR/DMMR	66	0.53
Brand Substitution	62	0.50
Flu Vaccine	59	0.47
Internet Query	59	0.47
PBAC	55	0.44
Generic Medicines	48	0.39
Public Hospitals and the PBS	45	0.36
PBS Statistics	38	0.31
Private Hospitals and the PBS	35	0.28
Extemp Prepared Item	33	0.26

Special Access Scheme	33	0.26
Schedule 8 Drugs	29	0.23
Therapeutic Group Premium	25	0.20
Patient Co-payment increase	21	0.17
IME	20	0.16
Hospital Reforms	18	0.14
Be Wise Brochure	14	0.11
Full Cost on Labels	14	0.11
Withdrawal of Printed Schedule	13	0.10
Schedule Mailing List	12	0.10
Special Patient Contribution	11	0.09
Budget 08	6	0.05
Athsma Awareness Campaign	3	0.02
Closing the Gap	2	0.02
Lipitor - TPG Removal	2	0.02
Herceptin - Info Provided	1	0.01
Herceptin - Refer to Department	1	0.01
Integrated Best Practice	1	0.01
2007 PBS Reforms	0	0.00
Herceptin - Refer to Website	0	0.00
Total	12,457	100

Breakdown of calls: Safety net issue

Safety Net Issue	Number of calls	%
Thresholds	2226	18.60%
General SN Query	1780	14.87%
Recording Prescriptions	1438	12.01%
Refund - Medicare Australia	1302	10.87%
Eligibility	1201	10.03%
Recordable Value	812	6.78%
Families/Dependants	718	6.00%
Stationery	700	5.85%
SN Processing (Medicare Australia)	462	3.86%
Period	398	3.32%
Joint Safety Net	253	2.11%
Cross-Overs	232	1.94%
Lost Card/Supplementary Card	215	1.80%
Change of Status	191	1.60%
CombSafetyNet(separated couples)	46	0.38%
Total	11,974	100%