

PBS INFORMATION LINE REPORT, 2010-2011

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 2010 - June 2011, the information line received **20,956** calls.

| Conclusion | Number of calls | % |
|-------------------|------------------------|---------------|
| Satisfied | 20,907 | 99.77 |
| Dissatisfied | 38 | 0.18 |
| Abusive | 11 | 0.05 |
| Total | 20,956 | 100.00 |

Breakdown of calls by month:

| Month | Number of calls | % |
|----------------|------------------------|---------------|
| July 2010 | 2,339 | 11.16 |
| August 2010 | 2,040 | 9.73 |
| September 2010 | 1,726 | 8.24 |
| October 2010 | 1,711 | 8.16 |
| November 2010 | 1,856 | 8.86 |
| December 2010 | 1,343 | 6.41 |
| January 2011 | 2,001 | 9.55 |
| February 2011 | 1,751 | 8.36 |
| March 2011 | 1,595 | 7.61 |
| April 2011 | 1,385 | 6.61 |
| May 2011 | 1,670 | 7.97 |
| June 2011 | 1,539 | 7.34 |
| Total | 20,956 | 100.00 |

Breakdown of calls by issue:

| Issue | Number of calls | % |
|------------------|------------------------|----------|
| Pharmacy Item | 13,201 | 62.99 |
| Safety Net Issue | 10,582 | 50.50 |

Breakdown of calls: Pharmacy item issue

| Pharmacy Item Issue | Number of calls | % |
|-------------------------------|-----------------|-------|
| Centrelink Conc. Card | 2,637 | 20.03 |
| Cost of Item to Patient | 1,152 | 8.75 |
| Authority Scripts | 1,208 | 9.17 |
| Availability | 799 | 6.07 |
| Refund - Medicare | 411 | 3.12 |
| Other | 385 | 2.92 |
| Schedule | 1,173 | 8.91 |
| Prescriber/Dispenser Number | 489 | 3.71 |
| Claims/Processing | 578 | 4.39 |
| Eligibility for the PBS | 751 | 5.70 |
| Doctors Bag | 346 | 2.63 |
| C'th Seniors Health Card | 362 | 2.75 |
| Private Scripts (non-PBS) | 147 | 1.12 |
| Cost of Item to Gov't | 184 | 1.40 |
| Taking Medicines Overseas | 192 | 1.46 |
| Brand Price Premium | 191 | 1.45 |
| Prescription Rules | 281 | 2.13 |
| Restricted items | 130 | 0.99 |
| Section 100 items | 122 | 0.93 |
| Deletion of Item | 95 | 0.72 |
| Prescription Shopping | 74 | 0.56 |
| Regulation 24 | 77 | 0.58 |
| RPBS enquiry | 101 | 0.77 |
| Repeats (Reg 25) | 71 | 0.54 |
| SN20DR | 84 | 0.64 |
| Recip Health Care Agreements | 73 | 0.55 |
| Patient Contribution | 44 | 0.33 |
| HMR/DMMR | 86 | 0.65 |
| Brand Substitution | 57 | 0.43 |
| Flu Vaccine | 8 | 0.06 |
| Internet Query | 57 | 0.43 |
| PBAC | 104 | 0.79 |
| Generic Medicines | 59 | 0.45 |
| Public Hospitals and the PBS | 39 | 0.30 |
| PBS Statistics | 30 | 0.23 |
| Private Hospitals and the PBS | 36 | 0.27 |
| Exempt Prepared Item | 24 | 0.18 |
| Special Access Scheme | 16 | 0.12 |
| Schedule 8 Drugs | 26 | 0.20 |

| | | |
|---------------------------------|---------------|---------------|
| Therapeutic Group Premium | 43 | 0.33 |
| Patient Co-payment increase | 22 | 0.17 |
| IME | 22 | 0.17 |
| Hospital Reforms | 12 | 0.09 |
| Be Wise Brochure | 9 | 0.07 |
| Full Cost on Labels | 22 | 0.17 |
| Withdrawal of Printed Schedule | 13 | 0.10 |
| Schedule Mailing List | 4 | 0.03 |
| Special Patient Contribution | 6 | 0.05 |
| Budget 08 | 2 | 0.02 |
| Asthma Awareness Campaign | 2 | 0.02 |
| Closing the Gap | 303 | 2.30 |
| Lipitor - TPG Removal | 1 | 0.01 |
| Herceptin - Info Provided | 5 | 0.04 |
| Herceptin - Refer to Department | 0 | 0.00 |
| Integrated Best Practice | 1 | 0.01 |
| 2007 PBS Reforms | 2 | 0.02 |
| Herceptin - Refer to Website | 0 | 0.00 |
| Listing Status Query | 33 | 0.25 |
| Total | 13,201 | 100.00 |

Breakdown of calls: Safety net issue

| Safety Net Issue | Number of calls | % |
|------------------------------------|-----------------|---------------|
| Thresholds | 1,916 | 18.11 |
| General SN Query | 1,403 | 13.26 |
| Recording Prescriptions | 1,305 | 12.33 |
| Refund - Medicare Australia | 1,305 | 12.33 |
| Eligibility | 1,099 | 10.39 |
| Recordable Value | 719 | 6.79 |
| Families/Dependants | 617 | 5.83 |
| Stationery | 749 | 7.08 |
| SN Processing (Medicare Australia) | 425 | 4.02 |
| Period | 369 | 3.49 |
| Joint Safety Net | 172 | 1.63 |
| Cross-Overs | 156 | 1.47 |
| Lost Card/Supplementary Card | 145 | 1.37 |
| Change of Status | 188 | 1.78 |
| CombSafetyNet(separated couples) | 14 | 0.13 |
| Total | 10,582 | 100.00 |