

PBS INFORMATION LINE REPORT, 2011-2012

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 1st July 2011 – 30th June 2012, the information line received **19,189** calls.

Conclusion	Number of calls	%
Satisfied	19,166	99.88
Dissatisfied	18	0.09
Abusive	5	0.03
Total	19,189	100.00

Breakdown of calls by month:

Month	Number of calls	%
July 2011	1,670	8.70
August 2011	1,788	9.32
September 2011	1,605	8.36
October 2011	1,471	7.67
November 2011	1,573	8.20
December 2011	1,415	7.37
January 2012	1,920	10.01
February 2012	1,731	9.02
March 2012	1,477	7.70
April 2012	1,245	6.49
May 2012	1,618	8.43
June 2012	1,676	8.73
Total	19,189	100.00

Breakdown of calls by issue:

Issue	Number of calls	%
Pharmacy Item	8,484	44.21
Safety Net Issue	8,236	42.92

Breakdown of calls: Pharmacy item issue

Pharmacy Item Issue	Number of calls	%
Centrelink Conc. Card	1,760	18.90
Cost of Item to Patient	772	8.30
Authority Scripts	1118	12.00
Availability	517	5.50
Refund - Medicare	285	3.05
Other	264	2.83
Schedule	894	9.58
Prescriber/Dispenser Number	311	3.33
Claims/Processing	478	5.12
Eligibility for the PBS	354	3.79
Doctors Bag	271	2.90
C'th Seniors Health Card	236	2.53
Private Scripts (non-PBS)	125	1.34
Cost of Item to Gov't	108	1.16
Taking Medicines Overseas	139	1.49
Brand Price Premium	145	1.55
Prescription Rules	109	1.17
Restricted items	96	1.03
Section 100 items	123	1.32
Deletion of Item	38	0.41
Prescription Shopping	75	0.80
Regulation 24	65	0.70
RPBS enquiry	62	0.66
Repeats (Reg 25)	26	0.28
SN20DR	52	0.56
Recip Health Care Agreements	52	0.56
Patient Contribution	88	0.94
HMR/DMMR	75	0.80
Brand Substitution	48	0.51
Flu Vaccine	4	0.04
Internet Query	26	0.28
PBAC	63	0.68
Generic Medicines	43	0.46
Public Hospitals and the PBS	21	0.23
PBS Statistics	18	0.19
Private Hospitals and the PBS	17	0.18
Exempt Prepared Item	10	0.11
Special Access Scheme	22	0.24
Schedule 8 Drugs	17	0.18

Therapeutic Group Premium	79	0.85
Patient Co-payment increase	17	0.18
IME	19	0.20
Hospital Reforms	14	0.15
Be Wise Brochure	5	0.05
Full Cost on Labels	24	0.26
Withdrawal of Printed Schedule	2	0.02
Schedule Mailing List	1	0.01
Special Patient Contribution	0	0.00
Budget 08	2	0.02
Asthma Awareness Campaign	0	0.00
Closing the Gap	99	1.06
Lipitor - TPG Removal	3	0.03
Herceptin - Info Provided	1	0.01
Herceptin - Refer to Department	1	0.01
Integrated Best Practice	0	0.00
2007 PBS Reforms	1	0.01
Herceptin - Refer to Website	1	0.01
Listing Status Query	135	1.45
Total	9,331	100.00

Breakdown of calls: Safety net issue

Safety Net Issue	Number of calls	%
Thresholds	1,581	19.20
General SN Query	1,270	15.42
Recording Prescriptions	930	11.29
Refund - Medicare Australia	1,321	16.04
Eligibility	698	8.47
Recordable Value	447	5.43
Families/Dependants	501	6.08
Stationery	349	4.24
SN Processing (Medicare Australia)	472	5.73
Period	172	2.09
Joint Safety Net	134	1.63
Cross-Overs	101	1.23
Lost Card/Supplementary Card	102	1.24
Change of Status	125	1.52
CombSafetyNet(separated couples)	33	0.40
Total	8,236	100.00