







## Pop-up Notifications and Alerts

### Pop-up Notifications

A prescriber or pharmacist using integrated clinical software will receive a pop-up notification on their desktop. The prescriber or pharmacist can click on the pop-up notification and be taken directly to the patient record in the SafeScript NSW system.

Green pop-up notifications do not require any action and will fade away after a few seconds.

Amber and red pop-up notifications will be displayed until the prescriber or pharmacist clicks on the notification.

Pop-up Notification colour	Pop-up Notification text
 Green	There are no prescribing/dispensing records in SafeScript NSW for 'Patient Name' within the last 90 days.
 Green	Medicines prescribed to 'Patient Name' within the last 90 days are from the same prescriber or the same medical practice.
 Amber	Medicines prescribed to 'Patient Name' within the last 90 days involve more than 1 prescriber at different medical practices. Check SafeScript NSW for more information.
 Red	The medicines supplied to 'Patient Name' within the last 90 days have resulted in a potentially high-risk situation that requires review. Check SafeScript NSW for more information.

### Alerts about high-risk clinical situations

Alerts in SafeScript NSW will be displayed where a high-risk situation has been detected in an individual's record. Alerts will be red or amber, depending on the severity of the risk. Red alerts will trigger a red pop-up notification to be sent to prescribers or pharmacists using integrated clinical software.



## Concurrent prescribing



Alert Colour - Red

### Alert Rules

Concurrent prescribing of potentially harmful medicines in a 30-day period

- Combination Rule 1 - Fentanyl + a long acting opioid\*
- Combination Rule 2 - Fentanyl + a benzodiazepine / zopiclone or zolpidem
- Combination Rule 3 - Methadone (pain products) + a long acting opioid\*
- Combination Rule 4 - Methadone (pain products) + a benzodiazepine / zopiclone or zolpidem

### Does the alert trigger a pop-up notification?

Yes, a red pop-up notification is sent

*\*excluding medicines on the opioid treatment program*

## Opioid Dose Threshold



Alert Colour - Red

### Alert Rules

Opioid Dose Threshold – where an individual has an average daily opioid dose of more than 100mg per day, averaged over a 90-day period\*

### Does the alert trigger a pop-up notification?

Yes, a red pop-up notification is sent

*\*excluding medicines on the opioid treatment program*

## Multiple Prescribers



Alert Colour - Red

### Alert Rules

Multiple Prescriber Episode – this is where an individual has received a prescription for any monitored medicine from 4 or more prescribers across 4 or more medical practices in a 90-day period

### Does the alert trigger a pop-up notification?

Yes, a red pop-up notification is sent



## Multiple Pharmacists



**Alert Colour - Amber**

### **Alert Rules**

Multiple Pharmacist Episode – where an individual has had any monitored medicine dispensed in 4 or more pharmacies within a 90-day period

### **Does the alert trigger a pop-up notification?**

No, a pop-up notification will not be sent about this alert. Information about the alert will be available in SafeScript NSW

## Clinical decision making remains with the health practitioner

A notification or alert does not mean prescribers and pharmacists are not allowed to prescribe or dispense a medicine; it indicates that some clinical risk with the use of monitored medicines has been identified. Steps should be taken to review and manage appropriately. Ultimately, the clinical decision remains with the prescriber or pharmacist to determine whether the medicines prescribed continue to be the safest and best option for the patient's individual needs.

## Prescribing or dispensing monitored medicines if a warning is received in the system

Prescribers and pharmacists may still prescribe and dispense monitored medicines with a notification or alert if they believe it is clinically safe and appropriate to do so. The SafeScript NSW system provides health practitioners with improved quality of information at the point of care that is intended to aid clinical decision making and ensure appropriate use of monitored medicines.

If deciding that a medicine is no longer the safest treatment, it is important to remember good clinical practice involves ensuring that appropriate continuity of care is provided for the patient. Abruptly discharging the patient or suddenly stopping the treatment of patients who have been taking high-risk medicines over a long period of time is contrary to patient safety.