

Repeat prescription service

Pharmacy Department

The Pharmacy Department at the Queensland Children's Hospital (QCH) supplies medications for inpatients and outpatients. One of the services Pharmacy provides for families is a repeat prescription service for non-urgent medication repeats.

If you would like to use this service you need to:

1. Leave a current hospital prescription with the QCH Pharmacy Department.
2. Provide QCH Pharmacy with five (5) days' notice of planned collection either by email or telephone. Advance notice is required as most special paediatric medications are individually compounded, purchased or imported. If your request is urgent, every effort will be made to ensure your child's medication can be supplied.

There may be an option to collect your repeat medication supplies at a hospital or retail pharmacy closer to your home (this will depend on the medications involved). Ask the pharmacist for further information.

Information we need to fill a repeat hospital prescription

You can help us by providing the following information about your child in your email or telephone message:

- Child's full name.
- Child's date of birth.
- Medications required.
- Proposed collection date and approximate time (if possible). If you do not indicate a collection date, we will automatically default to a collection time five (5) working days from the date of the medication request.
- Your contact telephone number.

To send an email request

Please email QCHPrescriptionRepeat@health.qld.gov.au

- This email address is case sensitive. Please double check you have entered the correct email.
- You should receive a reply within one (1) business day. If you don't receive a reply, please call 3068 1900 as we may not have received your email.

To send a voicemail request

Please call 3068 1993

- When you choose the voicemail option, you will not automatically receive a reply or confirmation.
- Please speak slowly, clearly and provide full details as indicated above.

The email address and voicemail are reviewed **twice** a day, Monday to Friday, but not on weekends or public holidays.

Urgent requests

If you have an urgent request or pressing issue to discuss please call us on 3068 1932 and ask to speak to a pharmacist so your request can be actioned as efficiently as possible.

