

# SafeScript NSW Clinical Advice Line



  **1800 434 155**



## Advice is available from a drug and alcohol, pain management or mental health clinician when prescribing or dispensing monitored medicines.

SafeScript NSW provides prescribers and pharmacists with real-time information about a patient's prescribing and dispensing history for monitored medicines to improve clinical decision making and patient safety.

The SafeScript NSW Clinical Advice Line is a 24/7 telephone service that provides expert advice to assist prescribers and pharmacists to manage the complex issues that may arise when using monitored medicines.

## Who this service is for

- general practitioners (GPs)
- other medical specialists
- hospital doctors
- nurse practitioners
- pharmacists

## When to use the service

Call any time for advice related to safe and appropriate prescribing and dispensing of monitored medicines. Health professionals DO NOT need to receive an alert in SafeScript NSW to use the service.

## Who health professionals will speak to

Calls will be answered by a clinical advisor with experience working in the pain medicine, drug and alcohol, or mental health field who will be able to assist with most enquiries. If further support is required, calls will be escalated as necessary to a specialist in pain medicine, psychiatry or addiction medicine.

## The SafeScript NSW Clinical Advice Line will provide advice on:

- interpreting pop-up notifications and alerts in SafeScript NSW
- supporting patients with complex needs with polypharmacy and/or monitored prescription medicines use
- managing requests from patients to prescribe monitored medicines
- prescribing opioids and other monitored medicines safely and appropriately
- supporting patients requiring medicines for anxiety, sedation, distress and substance use disorders
- treating pain, including alternative strategies and approaches to pain management
- referring patients to appropriate secondary or tertiary services for the management of their pain, anxiety, distress and dependency
- prescribing methadone or buprenorphine through the NSW Opioid Treatment Program (OTP).



For more information visit [www.safescript.health.nsw.gov.au](http://www.safescript.health.nsw.gov.au).