



## Our Approach to Controlled and Regulated Medicines

### Keeping you safe and providing responsible care

We understand that medications such as strong pain medicines, benzodiazepines and stimulants can be an important part of treatment. These medicines also carry additional risks and are subject to strict legal requirements.

Our doctors and clinicians must follow South Australian laws and prescribing guidelines when assessing requests for controlled or regulated medicines. This means that a prescription cannot always be provided simply because a particular medicine has been requested.

### What you can expect from us

**A clinical assessment:** Requests for controlled or regulated medicines require an appropriate face-to-face consultation and clinical assessment. Your clinician will consider your medical history, current treatment and individual circumstances before making a prescribing decision.

**Your clinician's professional judgment:** Your clinician may decide that a requested medicine or treatment is not appropriate or safe for you. They may recommend a different treatment, decline to prescribe, or ask you to follow an agreed treatment plan.

**Prescription monitoring:** Where required, your doctor will check **ScriptCheckSA**, South Australia's real-time prescription monitoring system, before prescribing or supplying monitored medicines.

**SA Health approvals:** Some medicines require approval or authority from the **SA Health Drugs of Dependence Unit (DDU)** before they can legally be prescribed.

**Identification:** If you are requesting a controlled or regulated medicine, particularly if you are new to our practice, you may be asked to provide valid government-issued photo identification.

**Prescription timing:** Prescriptions are provided for specific periods and quantities. Early repeats, replacement prescriptions for lost or stolen medicines, emergency supplies and urgent telephone requests will not routinely be provided.

**Regular reviews:** If you take controlled or regulated medicines regularly, you will need to attend scheduled medication reviews. These reviews help us ensure that your treatment remains safe, effective and appropriate.

**Regular prescribers and pharmacy:** In some circumstances, we may ask you to have your controlled medicines managed by one regular prescriber and use one pharmacy. This helps reduce the risk of medication duplication, interactions and other safety concerns.

### **Your role in safe treatment**

We are committed to listening to your concerns, explaining treatment options and working with you to develop a safe and appropriate plan wherever possible.

We ask that you work openly and respectfully with your clinician. Your clinician may not agree that a particular medicine is the best treatment for you and may recommend another approach.

### **Respect for our staff**

Our staff are here to help you and deserve to be treated respectfully.

We do not tolerate aggressive, threatening, intimidating or coercive behaviour towards reception, nursing or medical staff. This includes behaviour related to requests for medicines or disagreements about prescribing decisions.

Serious or repeated inappropriate behaviour may result in the practice taking action, including removal from the practice patient list where appropriate.

**Thank you for helping us provide safe, respectful and consistent care.**