

Prescriptions ordered on HotDocs

Terms and conditions

This service is available for existing patients for repeat prescriptions only.

To obtain a repeat prescription, patients must have obtained this prescription from their doctor previously.

Patient may select more than one medication with each request.

Repeat prescriptions for addictive medication including benzodiazepines and opiates are not provided using this service.

Each prescription request is assessed by the doctor who will approve or decline the request on clinical grounds. If the request is declined, patients will be advised to make an appointment.

Requests will only be completed by their regular doctor at the clinic. In the event that their regular doctor is on leave, patients are required to make an appointment at the clinic to obtain their prescription.

Their GP may not be able to provide a repeat prescription if they have not seen the patient recently.

A fee is charged for each request. This fee may vary based on urgency and delivery method. All applicable fees will be specified when completing the request.

The fee associated with each request is payable when the request is submitted. If your request is declined, patients will receive an automatic refund within several business days.

Requests for repeat prescriptions may take several business days to be processed. Urgent requests will be completed by the specified processing time, however; this is subject to the doctor availability on the day of receiving the request.

Patients are advised that scripts forwarded via mail may take up to five (5) business days to arrive from the date posted.

If patients select the "Fax to Pharmacy" delivery option, they must select a pharmacy nominated by the clinic. For security and privacy reasons, we can only send prescriptions to a pharmacy we have nominated.