

Collection Statement About MedView Flow

This Collection Statement provides further information about MedView Flow. It should be read in conjunction with our Privacy Policy at www.fred.com.au/privacy-policy.

This document was last updated on 20 April 2023.

What is MedView Flow?

An electronic prescription is a token in the form of a barcode or QR code that can be provided to a patient on paper or electronically. When a patient's doctor writes an electronic prescription, the electronic prescription (details of the medicine prescribed and the patient's personal information) will be encrypted and uploaded to a prescription delivery service by the doctor's prescribing software. The prescription delivery service ensures that the prescription can be retrieved from whichever pharmacy the patient chooses to use. When the pharmacist dispenses medicine, they will upload a dispensing record to the prescription delivery service.

MedView Flow is a workflow management tool for pharmacists that brings together paper-based and electronic prescriptions into the one electronic workflow (or queue). In addition, MedView Patient Connect is a function of MedView Flow that enables patients to email or SMS their electronic prescription (barcode or QR code) to the pharmacy of their choice for pick-up or delivery of the prescribed medicines from the pharmacy to the patient.

The kind of personal information we collect and hold

Patients

When you present your electronic prescription to a pharmacist, the MedView Flow software retrieves the electronic prescription from the prescription delivery service. This includes details of the medicine prescribed to you and your name, contact details, Medicare Number and Individual Health Identifier. In addition, the pharmacist may record in the MedView Flow system your preferences about receiving generic medicines, your preferred pick-up time and your delivery address if the medicine is being delivered to you. In addition, the pharmacist may choose to record additional notes about your prescription in MedView Flow.

If you use MedView Patient Connect, we will collect any additional requests you make to the pharmacist who will fulfil your contact-less pick up or delivery request. For example, you may request non-prescription items and you may nominate a delivery address that is different from the address on your electronic prescription.

Pharmacists

When you contract to receive MedView software from us, we collect the name of the primary contact for the pharmacy and the contact details for the pharmacy.

The purposes for which we handle personal information

Patients

We collect your personal information for the purpose of making it available to pharmacists in the MedView Flow system.

If you choose to use MedView Patient Connect, we will collect your personal information for the purpose of transmitting it to the pharmacist you select to fulfil your pick up or delivery order. The personal information that we collect and transmit to your selected pharmacist is your electronic prescription and any additional personal information you include on your request form. This information may include your requests for non-prescription items or an alternative delivery address.

Pharmacists

We collect your personal information for the purposes of administering our contracts with you, updating our records to note that you are a user of MedView Flow, and keeping you up-to-date about our products. These are the contracts by which we make available the software and other things you need to use the MedView Flow system.