

HotDoc Quick Consults - Terms & Conditions

Repeat - Prescriptions

This service is only available for existing patients.

We can only provide repeat prescriptions. To obtain a repeat prescription, you must have obtained this prescription from your doctor previously.

You 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 your doctor who will approve or decline the request on clinical grounds. If the request is declined, you will be advised to make an appointment.

The GP may not be able to provide a repeat prescription if you have not been seen recently, physical examination may be required.

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, you will receive an automatic refund within 5 business days.

Requests for repeat prescriptions may take up three business days to be processed. Urgent requests will be completed within 2 business days, however; this is subject to the GP receiving the request and having approved the request on clinical grounds.

We will forward e- prescription requests to the mobile phone number on file, please ensure your details are up to date. You may also collect it from the clinic directly where this option is applicable.

Repeat - Referrals

This service is only available for existing patients.

Referrals cannot be backdated.

We can only provide repeat referrals. To obtain a repeat referral, you must have previously seen the specialist.

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

The GP may not be able to provide a repeat referral if they have not seen you recently or where more information is required.

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, you will receive an automatic refund within 5 business days.

Requests for repeat referrals may take three business days to be processed.

We will fax referrals to your specialist and e-mail referrals to you where possible, please ensure your e-mail address on file at the clinic is accurate. You may also collect it from the clinic directly where this option is applicable.