

# Repeat Prescription Policy

Updated June 2026

At Queenstown Medical Centre, we are committed to providing safe, timely, and convenient access to your medications. We aim to make the prescription process clear and easy to use, while ensuring all prescribing decisions prioritise your safety and wellbeing.

## Prescription Lengths

On 1 February 2026, prescription regulations in New Zealand changed and some patients with **stable, long-term conditions** became eligible for longer prescriptions.

At QMC:

- Prescription length is **always determined by your GP or Nurse Practitioner** based on your clinical needs and safety
- You may receive:
  - Shorter prescriptions (e.g. 3 or 6 months), or
  - Longer prescriptions (up to 12 months) if your condition is stable and appropriate
- Not all medications or conditions are suitable for longer prescriptions
- Medicines are still usually **dispensed by pharmacies in up to 3-month supplies at a time**

Your clinician will discuss the best option for you.

**Note:** Some pharmacies may not be able to dispense 3 months in one go if supplies are low. This is outside of QMC's control. In this case, you will be able to go back to the pharmacy for repeats.

## How to Request a Prescription

You can request your prescription in several ways:

- **Patient Portal (recommended)** – this is the cheapest and most efficient method
- By phone
- In person at reception

The patient portal allows you to:

- View your current medications
- Track your requests and outcomes (approved or declined)
- Request repeats easily and accurately

## Processing Timeframes

We offer different prescription options:

- **Standard prescriptions:** processed within **48 hours (2 working days)**
- **Same-day prescriptions:** available for urgent requests (additional fees may apply)

We will send you a **text message** to let you know:

- When your prescription has been approved, or
- If your request has been declined

### **When a Prescription May Be Declined**

Sometimes we are unable to issue a prescription request. This is to ensure your care is safe and appropriate.

Common reasons include:

- You have **not been seen recently** and require a clinical review
- Your condition or medication needs reassessment
- You **already have repeats available at your pharmacy**, so a new prescription is not needed

If your prescription is declined, we will explain why and advise you on the next steps, such as booking an appointment.

### **Fees for Prescriptions**

There is a fee for all prescription requests, regardless of how you order them:

- Patient portal
- Phone
- In person

Fees apply **unless the prescription is written during a consultation with a GP or Nurse Practitioner or unless the patient is under 14 and enrolled with us.**

#### **Please note:**

- If you are seen by a **Practice Nurse or other non-prescriber**, prescription fees will still apply (unless you are eligible for funded prescriptions) as the staff member will need to pass the request to a GP or NP to prescribe.
- All charges are in line with our **Fees Schedule** (available on our website)

### **Payments and Refunds**

- If you request your prescription through the **patient portal (recommended)**, payment is required **at the time of ordering**
- If you request your prescription:

- By phone, you may choose to **pay at the time**, or
- By any other method, you will be **invoiced**, with payment expected at the time the service is delivered, in line with our Terms of Trade

#### **Southern Cross members:**

- If you have Southern Cross script coverage, please be aware that **ordering through the patient portal requires prepayment**
- Once payment has been made through the portal, **we are unable to reverse this to process the claim through Southern Cross**
- To avoid this, you can:
  - Order your prescription **over the phone and let us know you have Southern Cross**, or
  - Pay for your prescription and **claim reimbursement directly from Southern Cross using your receipt**

If your prescription request is **declined**:

- We will arrange a **refund** with you

To organise a refund or for any payment queries, please contact our **First Impressions Team**:

- Email: [receptionqt@qmc.co.nz](mailto:receptionqt@qmc.co.nz)
- Phone: 03 441 0500 (press option 1)

#### **Your Responsibilities**

To help ensure your prescriptions are processed smoothly:

- Request your medication **before you run out**
- Check with your pharmacy if you already have repeats available
- Attend reviews when requested by your clinician
- Keep your contact details up to date so we can notify you

If you have any questions about your prescriptions, please contact our team — we are here to help.