



Frequently asked questions to medicine access

What to do if your medicine is not available at your pharmacy?

If medicines are unavailable in pharmacy:

Seek support from your pharmacist to phone around other pharmacists in the area. Notify the manufacturer who makes your medicine so they can also assist you. Their contact number will be on your medicine packet – or the pharmacist can help you locate it.

What else is the pharmaceutical industry doing to help with medicine supplies?

The pharmaceutical industry is working closely with Government to actively monitor and manage our medicine supplies to minimise the potential for shortages. There are a number of other measures we are working on that include:

- increasing production and orders for Australia to meet our increasing demand
- sourcing products from other countries
- activating alternative manufacturing facilities
- managing logistics and freight to bring medicines into the country
- How can I get my medicines if I am unable to leave the house?

The Australian Government recently announced a COVID-19 health package. Included in this package was the COVID-19 Home Medicines Service that will enable vulnerable people and people in self-isolation to order their PBS and RPBS prescriptions remotely and have their medicines home delivered at no cost to reduce their potential exposure to COVID-19. Contact your local pharmacist and they will be able to advise you on this or visit: <https://www.findapharmacy.com.au/home>

What is the pharmaceutical industry doing to help fight COVID-19?

The pharmaceutical industry is working tirelessly in the fight against COVID19 – ensuring we can diagnose, protect and treat the community

- Our member companies here in Australian and around the world are directing all efforts and resources on the global pandemic – developing diagnostic kits, safe and effective treatments and eventually vaccines.
- We have our best scientists and latest technologies working to speed up the development of safe and effective vaccines.
- We are sharing learnings from clinical trials in real time with governments and other companies to advance the development of additional therapies.