

**From:** [REDACTED]  
**To:** [medboardconsultation](#)  
**Subject:** Revised telehealth guidelines consultation  
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To whom it may concern

I am writing to you on the proposed changes to services such as “Instant Scripts”. I am one of the very many users of that site due to limited access to a general practitioner and to share my story so that you can rethink limiting said services because all Australians benefit from having fair and equitable access to treatment especially in rural areas where there are no doctors.

This past week, Instant Scripts saved my life. I was septic from aspiration pneumonia and dual ear infections. I called out dial a doctor to see me and was dismissed. That doctor didn't listen to my lungs and did not give me antibiotics even though he could hear me struggling to breathe. He gave me ear drops and left. Next two days and I was so much worse. My oxygen saturation level was 90 and you could literally hear the fluid in my lungs on normal room air.

My GP is so overwhelmed that there are no appointments for him for weeks. Going to the ER is a no because the government is doing nothing to protect immunocompromised people like myself and my husband from covid. A hospital trip would more than likely lead to getting infected and my death. A lot of people are like me, forgotten, ignored and considered acceptable losses to the economy so going out is also a no

My last resort was instant scripts. I called them and explained what was going on and they went above and beyond to make sure I had antibiotics, inhalers, and oxygen if need be and have checked on me, made sure I got my meds and have followed up. If not for them, I'm quite sure I would be either dead right now or close. That or forced into a healthcare setting that could also kill me. The service they provide to patients especially now in a world under a pandemic is invaluable. If you all take their ability to help the 47% of immunocompromised people away you will be responsible for so much more suffering and deaths I dread to think about it. I know the world doesn't care about us disabled folk, see us as a burden and are willing to sacrifice us on their altar of normal, but in my twenty years of practicing medicine I know I took an oath to do no harm and give fair and equitable treatment to all. I should think that would be your first concern as well.

The ability to get scripts is safeguarded on instant scripts as you can only get scripts you have been prescribed before using the online form, any and all medications beyond that and you have to speak to a doctor as I did. They are doing everything ethically and responsibly as far as I can see and I looked into them heavily.

Protect those who cannot protect themselves, serve those who are forgotten or abandoned and do not take away this service. You cannot protect us in hospitals anymore, refuse to allow us to get prescriptions online and there will be nothing left. Please rethink this policy change. Don't take this away too.

Regards

[REDACTED]  
Retired thoracic surgeon.