



InstantScripts Patient Feedback on the Medical Board of Australia's Revised Telehealth Guidelines + Patient Testimonials of the InstantScripts Online Healthcare Service

2 February 2023

Dear Medical Board of Australia,

InstantScripts has helped over 600,000 patients access quality, affordable healthcare.

Our patients tell us that online healthcare is a “life saver” for many of them who use the service to access medication and medical advice when they are unable to see their GP.

[The Productivity Commission’s Report on Government Services](#) revealed recently that nationally 39 per cent of people who need an urgent GP appointment are waiting more than 24 hours.

Many of our patients live in regional and remote areas and face extended wait times and long travel times to see a doctor while others face difficulty getting to a GP due to disability or personal circumstance such as caring for loved ones or work.

We asked our patients for their feedback¹ on the Medical Board of Australia’s proposed changes to online healthcare which would see their access to healthcare restricted. A selection of these responses follows which have been anonymised for patient privacy. Patient feedback clearly shows :

- Patients disagree with the proposed changes by the Medical Board
- Patients say their health and wellbeing will suffer if they are unable to use asynchronous healthcare
- Patients believe online healthcare is a complementary service to their GP, not a replacement

Also included is a selection of reviews left by patients of the InstantScripts service on [Product Review](#). Over 2,500 people have left reviews for InstantScripts and 2,116 people have given the service a five-star rating.

We urge you to consider this patient feedback in reviewing the guidelines.

Yours sincerely,



Melissa Ironside
Customer Engagement Director
InstantScripts Pty Ltd

¹ [Patient Survey](#) conducted on 11 January 2023 with 814 survey responses were received.

InstantScripts Patient Feedback on the Medical Board of Australia's Revised Telehealth Guidelines

"This is an incredible service that allows me to access basic medications (such as the pill, or nausea medication) without a Doctors appointment. As a single mum who works full time, trying to schedule a medical appointment is not only expensive (\$60+ a visit) but also my GP is always running late and so my visit is always 60+ minutes waiting for my appointment in a waiting room plus the duration of the consult itself. If I was to go to a bulk billing clinic (in order to avoid the \$60+ doctors fee) I'd be waiting in excess of 4 hours to be seen. This service is complimentary to GP services, not a replacement for one. I still go see my GP in person for things like my cervical screening. Being able to get medication outside of GP clinics for things like a urinary tract infection means I'm not waiting 8 hours in a hospital emergency department to get seen. To lose this service would not only affect me, but many of my colleagues and friends. People should be able to have more say over their health and the way we access health services. This system has safeguards in place to ensure that risks are addressed and there have been times where I've been directed to speak to a doctor-so the safeguard systems do work!"

"I find having access to online prescriptions extremely useful as it not only saves me time and effort but a-lot of money as well. Majority of the doctors in my area no longer accept bulk billing due to some recent changes in government subsidy. This now becomes a-lot more expensive for me to visit a doctor for an appointment (much much more than even the cost of any of my medications) to even get a renewal script. I also work very long hours and am not able to attend appointments on week days and at times would have to book appointments weeks in advance due to availability. This causes an issue when I run out of my prescriptions and online accessibility makes this extremely convenient for me to obtain my medications when needed. Which saves massive amounts of time and travel. I personally also dislike sitting in crowded waiting rooms with people clearly being quite ill around me as we know appointments are travel on time and can be delayed for or over an hour on average. Even simple things like e medical certificates can be obtained so simply, vs. wasting the doctors time to help people in need and paying \$70 for a doctors visit is a ridiculous waste of our medical practitioners time and resource. As well as seeing people to fill existing prescriptions at a busy period for someone, who would be much more in need of that medical attention."

"I have witnessed waiting times to access a local GP go from 2 days to now sometimes 2 weeks and won't take on new patients. We have moved in the last 2 years to a new location and my wife after 2 years cannot get into a decent GP near where we live so settles for a local GP that most try to avoid. Local GPs are in crisis. It is ludicrous that the review board wants to exacerbate the current crisis that looks to only to be getting worse. I am 59 years old and most of the new Drs just refer you to a specialist anyway if it is more than a virus or high blood pressure. I have over the last year had to use InstantScripts for blood pressure medication and gout medication due nearly running out and my Dr too busy. We need some autonomy over our lives to ensure we have access to ongoing medication. Concern about the drug being dangerous is not a good argument. Anyone can buy a bottle of whiskey or packets of Panadol and with abuse are deadly. The medical review board needs to get into the current decade....times have changed, the family Dr is not what it was, we have great information online from reliable sources that should be supported that help us manage our own health. Online support for medication and health advice is a great tool to assist in what is currently a declining health system."

"Bulk billed appointments are incredibly scarce presently. It is cheaper for me to request a prescription online, and I might not be able to get to a doctor in time to get new prescriptions for medication I take. As script requests are reviewed by doctors before being issued online, I see no reason why many medications (e.g. oral contraceptive pills) shouldn't continue to be issued this way. It is particularly important for medications that a lot of people take which are still prescription only and are taken on a long-term basis, e.g. contraceptive pills. It's unreasonable and discriminatory to force women to pay consultation fees every time they need a new prescription for this, given that the bulk billing system has fallen apart so badly in recent months. I do not agree with significant restrictions on online prescriptions as long as there is a doctor involved in the online prescribing process."

"I moved from suburban Sydney to a regional area some years ago. Due to the lack of drs, most had their books closed prior to me relocating. I usually attend a bulk billing medical centre where I have to wait up to 8 hours in a waiting room to see a dr face to face. I work full time and this is not an option when I require repeat scripts for existing conditions. The medical centre I normally attend has now further complicated this by reducing bulk billing to only pensioners and has wait times for appointments of 2-4 weeks. Due to comorbidities that put me in a higher risk range for Covid, I feel especially wary of long waits in a crowded waiting room as well. Please consider how truly difficult it is for people in regional areas to access a dr for appointments. It is

already near impossible to access medical care when i am actually ill and need it, let alone for appointments for script renewal.”

“I live in a rural area and cannot get easy access to my doctor. There is a critical shortage of medical professionals, and this more evident in rural communities. At times, I need to book more than two weeks in advance just to get an appointment. Once the appointment is secured, the clinic is so short staffed that my wait time for a 5 minute appointment is almost an hour long. Furthermore, my usual medical clinic no longer bulk bills, which means it’s also now more costly for me to obtain my regular scripts. I feel I’m a lesser burden to the struggling health system when I use this online service for my regular scripts. It is my view that unless the medical board is prepared to better resource rural and remote communities to attract and retain doctors, they are impeding on our human rights to access health services without discrimination by restricting access to this service.”

“These days it's hard to keep a regular doctor, with large clinics and multiple doctors, constantly changing medical staff, I get comfortable with a regular doctor then they leave and I have to start anew all over again! Also a lot of practices stop bulk billing, so then making it expensive to see a doctor regularly, I don't want to have to pay \$70-90 to see a doctor, just for a script, online scripts are a quarter of the price and sent instantly to my phone! I also work long hours, I can get a script easily without having to take time off work to see a doctor, or have to wait to make an appointment on a rare day off work only to find I can't get an appointment, I can run to my after hours chemist and pick up medicine till late, insta scripts makes my life so much easier, one less thing to worry about as a full time working Mum.”

“Understand that not everyone lived in a Metropolitan area with doctors everywhere and wide choice. There are times when prescriptions run out and you have a prolonged wait for a GP. And even though the GP offers to do next day prescription the cost of that and cost of InstantScripts is same day and better value for money, especially in regional areas where you can have a long wait for a doctors appointment. Like a 4 week wait due to Christmas / New Year and unless doctors have more on the day appointments and made getting repeat or urgent prescriptions easily available. InstantScripts makes this possible in situation like an after hours UTI where your screaming in pain to pee and getting the prescription from Instant Scripts means relief without having to sell your pain to a pharmacist or wait extended times to get help from GP or go to emergency for relief, while being in pain due to UTI infection and getting access to the relevant

medications fast. Even if they are half standard prescriptions. They can ease symptoms enough that once an appointment has been made help for more relevant care can be provided. Instant Script services can be life saver when dealing with pain and doctors that choose to be unavailable when pain strikes and they save people from fronting up at Emergency late at night simply because they cannot access a relevant medication from a service like instant scripts.”

“The medical board needs to get realistic about the difficulties faced by people in regional centres. By this I mean any place other than a coastal or capital city. In my town of over 20 thousand people I must book an appointment with my doctor 3 and sometimes 4 months in advance if I wish to see her. If I need an urgent appointment I must either present to the front desk at 8 am or call at exactly 8 am - and keep trying for sometimes up to 100 calls - calling hanging up and calling again. Often by the time I get through there are no appointments available with any doctor. Several times I have attempted to change GPs due to dissatisfaction with my regular doctor but every time I begin to forge a relationship with a new doctor (almost always an immigrant) they move on to greener pastures in a big city. The medical board needs to listen to the people who are actually trying to get medical care rather than the health providers as these so-called professionals are busy with political wrangling and money-making schemes rather than genuine care for their patients. I am a Type One diabetic and online scripts and appointments are a godsend to me.”

“I have been on Effexor for almost 9 years & many see my Dr for a script only. Being able to get a script online not only saves me \$85 for an unnecessary appointment, it leaves an appointment for someone who needs to see a Dr for more than a regular medication. Being able to save on the cost of a Drs appointment is a great relief financially. It also allows me to get my medication last minute or public holidays etc so I am able to continue taking it when I may otherwise be unable to get a script. If I am unable to access a script online then at times I would be forced to go without my medication which would have drastic effects on my mental health, general health and overall life. The withdrawal effects of stopping my medication suddenly after taking it for almost a decade are intense to say the least & as a result I would be unable to work or do much at all even after say 2 days of not taking it. Regular medication should be accessible online especially for those who no longer require frequent consultations with their Dr.”

"I am terrible when it comes to getting new scripts and always leave it till the last minute. At that point there's no doctors app available. I also have bad social anxiety so I try to avoid interacting with strangers (doctors). I ran out of my antidepressant today, and was unable to renew my script with InstantScripts as I had ordered too many times and needed to speak to a doctor. As I mentioned before I really don't like speaking to strangers. Tomorrow is now going to be awful, I get terrible withdrawals within hours of not taking my medication. This makes it hard to do any normal activities including work and makes it unsafe for me to drive. After 24 hrs of my medicine I begin to experience extreme mood swings and become very depressed and self destructive. I do my best to avoid this but with my social anxiety working against me. It gets very difficult. I really rely on instant scripts for my regular renewal of my script."

"The submission from the board does not represent the real world. The notion that a face to face appt is the gold standard is simply not my experience over many years as a patient with chronic but stable heart disease. Doctors are usually in large clinics here in Cairns and change regularly so the notion of "regular doctor" is a bit of a fantasy. Their submission also patronises patients in that it assumes we are not aware of our conditions and the aggravating factors. I have a blood pressure machine at home ..monitor my condition and knows the signs of any issues. Most doctors will just take a blood pressure reading (usually the same machine I have at home) and ask less questions than I get on the online questionnaire. After that I am sent off with a new script and a blood test form....this is problematic as well given that medicare only funds one blood test per year and scripts run for 6 months. All in all this proposal is a backward step and will lead to more patients not staying on their regular medication"

"I have a skin condition which requires a regular script. I need to see my doctor every time I need the script. I am from the uk and we had a system where we could make a phone call to our regular doctor to request our regular script without any appointment. In Australia I need to wait for an appointment when my skin condition comes on suddenly and is also very contagious . The condition spreads rapidly and it's on my face which makes me feel embarrassed. I work full time hours and it's difficult to get away from work to attend apts and there are long waits. Instant scripts allows me to notice the condition, request the script and have it in my hands within an hour. I can use my medication immediately, meaning my condition is nipped in the bud . Otherwise I would postpone the gp apt due to either time or cost restrictions. My condition would worsen causing me distress and a longer healing time , not to mention that I have now passed this condition previously to my two daughters because of its contagious nature."

"I think the proposed changes are intended to increase revenue without consideration for the people. I suffer from depression and anxiety, and have made an attempt to take my life previously. If I was in a position where I needed a script but had to pay an additional fee for a consult I simply would not be able to afford it and would have no choice but to go without my medication. I struggle financially since my divorce and live week to week on a tight budget just to survive. The proposed changes are not at all surprising, anyone living in this country who suffers from mental health issues is well aware that the government doesn't "care" as they like to say they do. It's all about increasing their profits. If this change goes through, the suicide rates will increase significantly because a lot of low income earners like myself won't be able to afford the additional fees to get their medications."

"It will impact the community as a whole. This proposed change is going backwards WAKE UP! The medical system is already beyond coping, think of the BIGGER picture!! After hours doctors- do you know how many are NOT available as they are already fully booked due to business hour practices fully booked for days..in a city! - Perth. Twice for my 99 yr old nonna and 73 yr old father. Not free services either so then it's ED. I implore the Medical Board to think collectively for the community! Work smarter not harder..but it won't be the board working harder will it? It will be the nurses, doctors, medical associates. As their "employer" they trust you to care for their well-being also. As a community we trust you to ensure their well-being which in turn supports us. This isn't science it's humanity and compassion, stop misdirecting and put your ego aside and support a service that is working."

"In-person doctors are so difficult to get appointments with currently; they are often not available for days, not to mention the increased costs that in-person doctors are charging for appointments. Instant Scripts is the only service that provide same day options for healthcare in my area. I find it staggering that, at a time when our health system is under significant pressure resulting from the Covid pandemic, the MBA would seek to make it more difficult for consumers to obtain healthcare services. Given increased costs with interest rates and other rising costs is another reason for this very poorly timed proposal from the MBA. The doctors at Instant Scripts ask me more questions in their online survey than many of my past in-person doctors do so they provide strong care in addition to the much needed same day service."

"I have a regular migraine related prescription that has been the same medication, amount of supplied pills and same dosage for a number of years. To renew a script I now have to pay to see

a doctor and take time out of my day to get the same thing every time, a 2 minute consultation to get a piece of paper. Telehealth has been revoked from most the clinics I use, or again; at a fee, so being able to get a script when it's both convenient and cheaper is obviously a win. There have also been times when I am away from home and require my medication at little to no notice and am caught out, this service has been a life saver to be able to not struck down by my ongoing condition if I have forgotten or run out of medication. Lastly if I'm struck down by a migraine the last place I want to be is in a waiting room."

"This online prescription service is the best medical care I have ever received! I am able to request the prescription when I am in severe pain and almost immediately get the script filled at a chemist to alleviate my pain and prevent me from needing to go to Emergency, I live alone, and often I rely on someone else getting this prescription for me when I need it and bringing it to my home as I am not able to drive to get it. Please don't get rid of this service. It is difficult to a) get an immediate doctor's appointment, b) travel to the appointment, c) sit in a waiting room whilst in so much pain. This current service is immediate, supportive, and I can then follow up with my GP once my symptoms are under control and it's possible for me to attend an appointment. Thank you"

"I can see no reason to restrict the service as its complementary to a GP. It will save GPs and patients time, money and unnecessary travel. It allows GPs to provide a more focussed service on patients with issues not writing scripts wasting their time. The online script is still provided by a registered doctor and is incredibly efficient. The service should be expanded and promoted as I only found out about it from a friend. In my location if I couldn't use it I would go without medication and hope for the best. Even if I could see a GP I couldn't afford to pay \$80 to get a script. I will be raising this with my local member as they have been trying to increase the number of GPs in the local area. Trying to restrict online services is a more important issue than more GPs."

"As a disabled, single parent with very limited time or capacity to take leave for doctors appointments having an online service to renew medications I have been on for years and have already been approved and monitored by my regular GP for some time, has been life changing. I have to get scripts renewed frequently and the amount of time it takes to organise speaking to my GP for three minutes every few months, for years on end, is a massive burden in time and costs. I don't need a consultation every time I get a script renewed, I just need my pills so I don't

die. I have a chronic condition, it won't get better or worse, it just is. Online services are perfect for my circumstances, please don't make them harder and more expensive to access."

"The proposed changes to restrict my access to online prescriptions is abhorrent! I have ADHD and really struggle to keep track of and remember my other medications are running out and being able to access a repeat prescription instantly has been a life saver! If this is restricted, it will mean that I will go back to having to go without my antidepressant medication until I can get a GP appt. It will cost more for me and I will really struggle with symptoms relating to not having my necessary medication daily if I can't access a script renewal on the spot and be able to get it filled in my lunch break or after work (I am a busy working health professional with three young children). Please do not restrict access to this wonderful service!"

"This would impact me greatly as some days I cannot even walk due to a back condition and injury. Even on a good day, I am on a walker. Going to the surgery increases my stress levels which are already high. Sitting is also extremely painful and to sit and travel in the car, then wait and sit in a busy surgery, impacts me for a week after the appt as I can hardly get out of bed due to even higher pain levels. Also being chronically ill, going to a surgery carries Covid risks so I like to only go to my doctor here and there. Not go through this torture on a monthly basis just for a script. InstantScripts has changed my life and I'm much happier with the shared arrangement of care. The sharing with the regular doctor option is a great idea."

"I believe that if a person has been previously prescribed a certain medicine and it aids their life. Then they should be able to submit for an online script. Just as long as they do see their doctor at least once every 12 months for a check up and in more serious health cases bi annually. For me it is a convenience to be able to have the freedom to make the choice to order a script online and to be able to have the power to seek blood pressure tests on a regular basis. Should the tests come back abnormal, that's when I can make the decision to make an appointment with my regular doctor to have a check up and discuss how to move forward. Should it be a stricter diet regime to follow or a strong medication or a different medication."

"Over the course of last three years, it has become increasingly difficult to secure an appointment with my GP... or any GP, within a reasonable timeframe. Previously, 9 times out of

10, I could secure an appointment within 48 hours. Now, there are wait times exceeding two weeks. For ongoing, lower risk medication / prescriptions, services like InstantScripts fill a void with a reasonably priced alternative. I have used this service if I have run out of my medication on a Sunday, a Public Holiday, or like now, where I am on holidays in locations where finding a doctor to fulfil a script on the NSW northern coast will take significant time away from what I should be doing - enjoying myself and maintaining my well-being."

"A lot of us live where access to Doctors is very limited so getting an appointment at the appropriate time is not always possible. I understand sometimes you need to see a doctor, but there are also a lot of times you just need to renew a script and to get an appointment is hard but then when you have one and it takes 5 minutes, you get charged heaps and then the people that really need to see a doctor miss out on an appointment, just not practical. Let the sick see the medical professionals when they need to and let people renew there scripts on line as they would have seen the professional otherwise they wouldn't have the script in the first place. It's actually called time management and not greed to be wealthy."

"With the increased difficulty to see a GP due to GP shortages(which will become worse in the future) and the winding back of bulk billing, online prescriptions are a no-brainer. For those of us who live with a chronic condition and require the same medication year in year out, online prescriptions should be available. Having to book a doctor for a 5 min appt to get a repeat script is a waste of everyone's time. Online scripts frees up GP's to see people who actually benefit from their consults. Our doctor is excellent, but waiting times are lengthy, and waiting rooms are full of possibly infectious patients. Taking a whole morning off to go to the GP reduces my productivity and causes increased stress."

"They are managing to the % of prescriptions that require a doctor's input. I would have thought that the online system would be able to manage around this such that if a person's situation requires a doctor's input, then this can be arranged through this channel. Closing the ability to use this facility for all prescriptions is overkill. We have the technology to manage these interactions carefully so use it. I am normally well organised with regards to repeat prescriptions, but have been caught out recently due to travel. Getting a doctor's appointment with my own doctor would have taken weeks and seeing another doctor is equivalent to me of providing my details to an online website."

“Online scripts saved my sanity, I was suffering from recurrent urine infections, and thankfully I was able to get a pathology request form and medical imaging form within 5 minutes of hanging up with the Doctor I also had a follow up consult after having this done, this all happened in days and was all sorted, I have also been able to get a doctor's referral after speaking to a doctor and also have xrays done on my knees to get in to see a specialist. What I don't understand is while Covid was happening this was our way of life, the Medical Board did not want to make changes when this was happening, so why mess with something that is not broken Thank you Instant Scripts.”

“You should be making things easier for patients not harder. One time my husband had forgot his medication we were away from home attending his father's funeral he did a consultation on the phone and we had his medication in hand 30 minutes later. Other times I have had back pain and just needed stronger medication. I had the prescription in my hand 20 minutes later. And pain was under control. Other times were contraception. I needed a new script. To get into my regular Dr is an hour plus drive and I couldn't get on for 2 weeks. If I went to a medical centre it's 4 hour wait that I don't have time for. Stop making life even harder for patients that know what they need.”

“InstantScripts gives a really good complementary option to refill some of my prescriptions if I run out or get caught short. Some medications are specifically not to be ceased abruptly, so continuity is critical. It's also very affordable. It doesn't replace my regular doctor and care team and I wouldn't want it to, but it does cover critical gaps when appointments aren't bookable for days. My doctors availability has been decreasing due to growing community demand for appointments. I have never used InstantScripts to seek a prescription for something that wasn't already part of my current treatment plan with my regular doctor.”

“I am asthmatic and have been on regular medication for many years. I do go to the doctor if my symptoms get worse and have undergone lung function tests in the past. However, I feel my symptoms are very much under control. In my situation I don't see the point of seeing a doctor to get a regular prescription for my asthma medication. In any case, if I did, I would be seeing a different doctor each time. What happens is the doctor listens to my request and gives me a script anyway. For me this is practically no different to online process which I find more convenient. If I were to develop other health concerns, I would of course seek medical advice.”

InstantScripts Patient Testimonials

"I needed an urgent prescription, for a medication which you are unable to stop abruptly. I had made multiple attempts to contact my usual GP and also my secondary GP, however both were away for Xmas holidays. I considered going to a walk-in "Superclinic" but I did not want to be sitting around waiting for a lengthy period of time. I immediately went to the InstantScripts website, and requested the prescription (which I am fortunate that it is a "common" medication that they can provide" which took less than 5 minutes to complete the process. Th...Read moree \$15 fee is quite reasonable in my opinion, seeing as some GP's that will even allow you to obtain a script without appointment will charge up to \$30! Within 30 minutes from completion of request, the prescription was emailed to my desired pharmacy, and I had the medication dispensed to me within 1 hour from when I requested the prescription from InstantScripts! Whilst I do hope I am never in such a predicament ever again in the future, InstantScripts are an absolute life saver and got me out of a bind when I needed it most. Highly recommend this service!!!"

"Own doctor closed Boxing Day and so tried InstantScripts. A Doctor phoned back within the time frame, I had a very professional phone consultation and received an QR Code for an Electronic Prescription which I had someone take to our local Pharmacy."

"New to a regional area and couldn't get a doctor's appointment for 2 weeks but knew what I needed. So easy. I jumped online at night, answered the questions and picked up my script the next morning."

"It was a Sunday, all GPs closed and needed antibiotics for an UTI. What an awesome service, but you do need to check the pharmacy is open before selecting. So great to be able to sort out the problem straight away rather than be in pain for another 24 hours or longer."

"This service was so convenient and easy to use. It saved me from having to take time off work to go to a doctor's appointment and from having to wait an hour in the waiting room for my appointment. So happy with this service, thank you."

"I contracted COVID during the Christmas period and as my doctor was away used your service. A doctor contacted me straight away and was very professional. I highly recommend"

"This was great having it be over Christmas with the public holidays and dealing with a toddler screaming from a sore ear we soon had the issue resolved thanks to this service and our friendly local chemist . We felt like we got more from this service then a general gp."

"It was xmas period and doctors not open, i needed medication asap for an ongoing infection.The doctor was great and i got my medication quickly."

"Couldn't get into see a doctor for 4 days to get a prescription as all booked up, was able to get one through here within an hr, great service, will def use again"

"My meds ran out over Christmas and I realised my script refills were all used up. The possibility of getting into my doctor soon was zero. InstaScripts was easy and quick to set up and order and my preferred pharmacy accepts digital scripts. Great overall experience."

"There was no doctors appointments available near me over the Christmas break and I needed a urgent script re done, I was completely stressing out and preparing for a horrible Christmas that was until someone suggested I try here and within minutes my problem was solved and Christmas was back on ."

"I was in Mildura on Christmas Day far from my home on the east coast of NSW and tested positive for Covid. I am 77 and qualified for anti-virals. My medical centre was unreachable and local places were closed. Even the hospital told me to call the Covid information line which just

gives advice. Thankfully I was told about Instantscripts from a online advice service. A doctor called me within a half an hour and the Instantscripts service told me which pharmacies were open. I received the script by text and am recovering nicely without ending up in a hospital."

"This is brilliant as it's impossible to get into a doctor where I live - particularly Christmas Eve so it really was brilliant."

"We needed a script late Saturday and doctors surgery closed, not open till Monday and not knowing if we could see a doctor, gave it ago, had script and medication within 2 hours. Thanks"

"This service was fast and reliable. I quickly booked as an alternative to waiting at the hospital in the ED for hours just to get a script for my son, as all doctors clinics are booked out for weeks at this time. Definitely worth the money."

"I was unable to get a dr's appointment for a week and this service was great to get my prescription. Script was at my chosen pharmacy within 20 minutes"

"Because I am located in a remote area getting to see a doctor is very hard. I ran out of my asthma preventative just before christmas and instantscripts was able to send a script to my pharmacy , excellent and efficient. Highly recommend the service. Great for an emergency like mine, only 1 script , but better than no medication."

"My GP was closed due to being Christmas Eve (and a Saturday) when I needed a referral for an urgent blood test. I didn't know InstantScripts offered this service, but I am so glad they do! They made it so simple and the doctor I spoke to was wonderful. I will definitely use this service again when my GP is closed as the blood test request was in my inbox before I hung up the phone. I would use it more if I didn't have health conditions that needed a regular GP to monitor though! So easy and fast."

"Needed a 'script for Antivirals having tested positive for covid and could not get a teleappt. with my GP. This online service was very quick, call back in less than an hour, and the entire process took about 1.5 hours until the tablets were available."

"My doctor wasn't in that day and others were fully booked. Desperate to get antibiotics for a painful uti, my pharmacist suggested I use instant scripts. I got the script within minutes. Thank you so much!!!"

"On holidays in rural Victoria. Couldn't get a telephone appointment with my gp or the one where I was holidaying. I knew what the issue was and which medication I needed. Minutes later iwas in the chemist getting the script made up. Brilliant service. Thank you."

"I found myself run out of important regular medication on Christmas Day. My own GP was not available for the another four days. This service was fast, easy and really helped me out of a tricky situation to obtain a prescription for my regular meds to cover me until I can get back to see my GP. Fabulous service."

"Feeling unwell and having 3 young children I couldn't get to my local GP. I was advised by the receptionist to use instant scripts. So easy to book a phone appt. Doctor was great. Listened to my issue and spoke clearly. A script was issued to my local pharmacy in which my husband was able to collect on his way home that evening. Really rate this as 10/10."

"Since covid my doctor is booked out days in advance. Living and working over an hour away it is great to be able to utilise this service for repeat prescriptions."

"I developed a UTI while on holidays and couldn't get in to see a doctor. InstantScripts was simple and fast. I had my script within 5 minutes. Thanks for saving my holiday!"

"I needed a medical certificate for work and couldn't get in to see my doctor for a week, using Instantscripts was an easy and hassle free process. Will use again if needed in the future"

"I was stuck without medication I desperately needed due to chronic pancreatitis, it was New Year's Eve and I was unable to get in to my regular GP, also. I came across this service with a Google search, and sent them a few enquiries, which were answered within 2 minutes. The Dr called within the allotted 2 hours and was just brilliant. I wish I could see him regularly! So understanding and compassionate, the staff and everyone involved were just amazing. Thank you so very much!"

"What a lifesaver. I was interstate without my script and sweating about missing a dose. The turnaround time, from submitting my request to the script being supplied to the pharmacy, was impressive."

"I needed a new prescription for high blood pressure and couldn't get in to see my regular GP for 10 days. I filled out my details on this site, and within seconds (basically almost instantly) had my prescription sent to my phone. For a \$15 fee it was brilliant!"

"I was about 2 hours from my normal dr on holidays and developed a UTI fairly suddenly. It was 8.30pm and I knew I wouldn't be able to get into my dr till the following afternoon. Quick google search and I found instant scripts and within 30minutes I'd talked to a dr and had a script at the chemist that I picked up first thing the next morning. The dr was thorough and ruled out more serious complications before prescribing me with antibiotics! Would recommend and will use again!"
