

PHARMAPROGRAMS / INFORMACY INITIATIVE
FAQ FACT SHEET**Q: How do I enrol the pharmacy into the PharmaPrograms & Informacy initiative?**

A: The pharmacy can access more information and enrol into the PharmaPrograms & Informacy initiative via pharmaprograms.com.au/informacy. From there, the pharmacy will be directed to the Informacy platform, where they can log in, click on the PharmaPrograms tile and consent to participate in the initiative. If a pharmacy does not have an Informacy account, they will need to create one.

Q: Is there a cost associated for the pharmacy or patient when enrolling to the PharmaPrograms & Informacy initiative?

A: No, there is no cost to the patient or pharmacy for any sponsored program.

Q: How is patient data transferred from Informacy?

A: Only your pharmacy's patient data will be transferred from Informacy to your myPharmaPrograms portal, using a file encryption process with encryption keys and password protection, ensuring privacy of data. **All patient data is de-identified to PharmaPrograms and NostraData.**

Q: Who has access to the data contained in my 'Potential Patient List'? Is this data shared?

A: This patient data is shared with **your pharmacy only**, it is not accessible to PharmaPrograms, NostraData or other participating pharmacies.

Q: What patient details can I see in my eligible patient list?

A: The list will include patient name, date of birth, phone number and/or email, and program-specific dispensing history (e.g. last dispense date).

Q: How does my patient list update and how do patients move between lists?

A: Your list of patients will be updated daily. Patients will move automatically between your pre-established curated list of patients depending on eligibility criteria.

Q: How can patients be removed from the initiative/list?

A: To remove patient/s from the initiative, and prevent them from appearing in a list, select the 'remove' button next to their name in the list, OR if they have received an SMS already, the patient can reply 'STOP'. Once a patient has been removed from a list, they cannot be re-added. Once a "potential patient" appearing in one of your Informacy list/s is signed up in the associated PharmaPrograms Program, after a visit to your pharmacy, this patient will also be removed from the "potential patient" list.

Q: If a patient is removed from one Program's Potential Patient List, will they appear in other Program lists?

A: Yes, removing a patient from a specific Program's Potential Patient List will only remove them from that particular list. If the patient meets eligibility criteria for other current or future programs, they may still appear in those separate Potential Patient Lists.

Q: If a patient has received an SMS from one Program and has opted out, will they still appear in other Program's Potential Patient Lists?

A: Yes, they may still appear in the Potential Patient Lists for other Programs if they meet the eligibility criteria. However, if the patient has previously opted out by replying 'STOP', they will not receive any further SMS communications, even if you attempt to send one.

Q: Who can authorise an SMS to be sent to the patient?

A: The pharmacy is solely responsible for selecting the patients receiving the SMS.

Q: Is it possible to resend the SMS message to the patient?

A: Yes, the SMS message can be resent to the same patient 30 days from when the previous message was sent.

Q: How can I view the SMS message that the patient receives?

A: An example of the SMS message a patient in each list will receive is accessible by selecting the 'View SMS here' link, located in the field of text above the list of patients.

Q: What happens when I select 'send SMS to all'?

A: By selecting 'send SMS to all', an SMS will be sent to all patients within your select patient list (this may include multiple pages of patients).

Q: If the pharmacy sends the patient an SMS message, will they know which pharmacy it has come from?

A: Yes, each SMS sent to the patient will direct them back to your pharmacy by saying 'visit us at <Pharmacy Name>'.

Q: Why can I not see all my patients who are on this medication in my potential patient list?

A: Patients will NOT appear in any of your lists if they meet any of the below:

- Patient has not had **any** script dispensed from your pharmacy in recent months
- Patient does not have a **mobile number** on file at the pharmacy
- Patient is already enrolled in the associated support program.
- Pharmacy has selected to 'Remove' the patient from the list
- Patients opt out from receiving SMSs

Program Specific Informacy FAQs

Osteoporosis Patient Program

Q: Why will it not allow me to send an SMS to certain patients in my 'compliant Prolia® patient' list?

A: Patients who are in your 'compliant Prolia® patient' list with a last dispense date <4 months ago will not be eligible to receive an SMS. These patients will be eligible to receive an SMS when it has been >4 months from their previous dispense date.

Q: What telehealth service is linked in the messages received by patients?

A: Patients who meet eligibility criteria may access a \$0 out-of-pocket telehealth appointment through the Wellness Virtual Care team for the purpose of a prescription renewal.

Q: What are the criteria for patients to appear in the 'Non-Compliant Prolia® Patients' list?

A: Non-compliant Prolia® patients have previously been dispensed Prolia® at your pharmacy, but their last dispense date is 7+ months ago. You can select which patients you would like to receive an SMS, reminding them to see their doctor and return to your pharmacy.

Q: What are the criteria for patients to appear in the 'Compliant Prolia® Patients' list?

A: Patients in your Compliant Prolia® patient list are those who have been dispensed Prolia® at your pharmacy and are currently compliant. You can select which patients you would like to receive an SMS, (when their next dispense date is approaching).

Q: What are the criteria for patients to appear in the 'Non-Prolia® Patients Over 70 Years Old' list?

A: Patients in this list are your pharmacy's patients aged 70 years and older who do not have a history of anti-resorptive use in your dispense software. These patients may benefit from a DEXA scan. You can select which patients you would like to receive an SMS.

Arrotex Biologics Pharmacy Program

Q: Why can I not identify ALL adalimumab or etanercept patients using Informacy?

A: The initiative only covers Amgevita currently, but we hope to expand to cover all eligible Arrotex supported biosimilar patients. PharmaPrograms will communicate any updates or expansions as they become available.

Q: Can I send an SMS to my adalimumab patients using other brands inviting them to join the SupportEd Patient Program?

A: No, you will only be able to identify and communicate with patients who have had a dispensing of an eligible Arrotex supported biosimilar within the last 60 days.

Leqvio Pharmacy Program

Q: What are the criteria for patients to appear in the 'Non Compliant Injectable Patients' list?

A: Patients in this list have been dispensed an injectable (PCSK9) cholesterol treatment at your pharmacy within the last year (365 days) but have not returned to your pharmacy within the last 45 days for a repeat dispensing.

Q: What are the criteria for patients to appear in the 'Non Compliant Oral Therapy Patients' list?

A: Patients in this list have been dispensed Ezetimibe at your pharmacy within the last year (365 days) but have not returned to your pharmacy within the last 45 days for a repeat dispensing.

Symbicort/Rilast Pharmacy Program

Q: Why does the patient require 3 or more dispensing records before they can appear in my patient list?

A: The aim of the Symbicort/Rilast program is to enhance patient compliance through the delivery of a medication reminder service. A minimum of 3 dispensing records is used to determine a baseline compliance level for patients.

Q: Why does my patient list not show all of my Symbicort/Rilast patients?

A: Only patients who have been dispensed Symbicort/Rilast for the treatment of Asthma (as determined by the PBS item code in their dispense records) are visible in your patient list.

Q: Could these SMS messages be considered spam?

A: No. The patient list is generated using a curated algorithm that ensures only relevant and currently active patients within your pharmacy are included. Additionally, the content of the message is simply providing an option for the patient to enrol in a reminder service for a medication they are currently using.

Q: Do I have to have to utilise Informacy to participate in this program?

A: Yes, in order to participate in the Symbicort/Rilast pharmacy program you are required to have an Informacy account with NostraData and have completed the necessary consent/data access forms.

Quick Reference: Patient Identification

Program	Patients Identified / Opportunity
Arrotex Biologics Pharmacy Program	Cohort: Patients who have had an eligible Arrotex supported biosimilar dispensed in the last 60 days from your pharmacy, who have NOT yet been enrolled in the Arrotex SupportEd Patient Program.
Leqvio Pharmacy Program	Cohort: Patients will appear in your potential patient list if they are non-compliant with their injectable or oral cholesterol therapy. Aim: The aim of this identification is to encourage your patients to return to your pharmacy for a discussion (and referral if necessary) regarding their ability to understand and manage their cholesterol therapy.
Symbicort/Rilast Pharmacy Program	Cohort: Patients who have had 3 or more dispensings of Symbicort or Rilast for the treatment of Asthma (excluding acute use) from your pharmacy, with the most recent dispensing within the preceding 90 days.
CML (Chronic Myeloid Leukemia) Pharmacy Program	Cohort: Patients will appear in your patient list if they have had a TKI (Tyrosine Kinase Inhibitor) recently dispensed from your pharmacy for the treatment of Chronic Myeloid Leukemia. Aim: The aim of this identification is to invite your CML patients to present to the pharmacy for a conversation and symptom review, to optimise treatment outcomes.
MF (Myelofibrosis) Pharmacy Program	Cohort: Patients will appear in your patient list if they have had their Myelofibrosis treatment dispensed in the last 90 days from your pharmacy. Aim: The aim of this identification is to invite your Myelofibrosis patients to present to the pharmacy for a conversation and symptom review and referral if required.
MS (Multiple Sclerosis) Pharmacy Program	Cohort: Patients will appear in your patient list if they have had their Multiple Sclerosis treatment dispensed in the last 120 days from your pharmacy. Aim: The aim of this identification is to invite your Multiple Sclerosis patients on low-efficacy treatments to present to the pharmacy for a therapy review and referral if required.
Xolair Pharmacy Program	Cohort: Patients will appear in your patient list if they are currently using 2 x 150mg Xolair pre-filled syringes and have had these dispensed in the last 120 days from your pharmacy. Aim: The aim of this identification is to invite your Xolair patients to present to the pharmacy for a discussion regarding treatment optimisation.

Version: August 2025