

PHARMACY HOME DELIVERY AVAILABLE TO OLDER AUSTRALIANS

Many pharmacies are now providing the option of free home medicines delivery to older Australians and people who are vulnerable to coronavirus (COVID-19).

The Home Medicines Service allows delivery of Pharmaceutical Benefits Scheme (PBS) and Repatriation Pharmaceutical Benefits Scheme (RPBS) prescriptions directly to your place of residence at no cost. You may be able to order other pharmacy items to be delivered if it is part of the same order.

Who is eligible for home medicines delivery?

The Home Medicines Service scheme is available to:

- People who have been advised to self-isolate
- People aged over 70 and Aboriginal and Torres Strait Islander people aged over 50
- People with chronic health conditions or who are immunocompromised
- Parents with new babies and people who are pregnant

How often can I have my medicines delivered?

Unless your chosen pharmacy states otherwise, the Home Medicines Service is available once per month. The service is expected to continue until 16 September 2020.

Please note the Home Medicines Service is intended to support, not replace, existing home delivery options available through pharmacies.

Where will I be able to access this service?

Any pharmacy approved to dispense and supply PBS and RPBS medicines can deliver your medicine. Please contact the pharmacy directly for ordering options, delivery times and more specific terms and conditions related to the service. Here are the contact details of some mainstream pharmacies participating in the Home Medicines Service.

National Pharmacies

P: Call your local store **W:** www.nationalpharmacies.com.au/homemedicineservice

Amcal Pharmacies

P: 1300 790 618 **W:** www.amcal.com.au/home-delivery

Star Discount Chemist

P: 8443 7955 **W:** www.stardiscountchemist.com.au/health-services/home-delivery

Guardian Pharmacies

P: 1300 790 618 **W:** www.guardianpharmacies.com.au/medicine-home-delivery

Terry White Chemmart

P: 1800 653 662 **W:** www.terrywhitechemmart.com.au/delivery

Chemist Warehouse

P: 1800 653 662 **W:** www.chemistwarehouse.com.au/aboutus/click-and-delivery

Chemist King

P: 07 3720 5500 **W:** www.chemistking.com.au/home-delivery/

Australia Post Pharmacy Home deliveries

P: 13 76 78 **W:** www.auspost.com.au/pharmacy-home-deliveries

Want to know more?

Visit the [Australian Government Department of Health website](http://www.health.gov.au) for more information: www.health.gov.au

SUPPORT SERVICES AVAILABLE TO OLDER AUSTRALIANS

Coronavirus (COVID-19) presents particular challenges for older people in our community. This fact sheet outlines resources and support services available to help you through this challenging time.

The Australian Government has advised that people over the age of 70 (or 65+ years with chronic health conditions and 50+ years for Aboriginal and Torres Strait Islander peoples) are more susceptible to COVID-19 and are being encouraged to stay at home unless for essential outings. These resources will assist older Australians to continue accessing vital services from the comfort of their home.

Urgent assistance:

If you are having a medical emergency, call **000**.

If you are feeling unwell, call the National Coronavirus Health Information Line on **1800 020 080** or your GP to discuss your symptoms.

Telehealth services:

Although you are still able attend medical appointments, appointments with GPs and healthcare professionals can now take place over the phone or via a video call.

To ensure your telehealth appointment will be covered by the Medicare Benefits Schedule (MBS), please call your healthcare provider.

Mental health support:

If you are feeling lonely, distressed or confused, call the COVID-19 support line for older Australians on **1800 171 866** (free call, available Monday to Friday, except public holidays, from 8:30am to 6pm).

Older people or their representatives can also request daily wellbeing calls via the Red Cross REDi service, by phoning **1800 188 071**.

Food and shopping support:

If you are not currently receiving food and shopping support from our Community Home Care services, there are other options available to you.

Please call My Aged Care on **1800 200 422** to register in the first instance. You can then use your My Aged Care ID number to receive priority online and phone shopping with major supermarkets.

If you'd like to set up a Home Care package with UnitingSA, or make changes to your current Home Care package to include food and shopping support, please contact us on **8449 7085**.

Technology and online support:

Be Connected supports older people to improve digital skills so that they can access the abovementioned services, keep in contact with loved ones and stay up to date with COVID-19 information.

Be Connected also offers online classes to explain how to order groceries online.

Call them on **1300 795 897** for support or visit www.beconnected.esafety.gov.au/bookings

Want to know more?

For more information and support, visit the Australian Government Department of Health website: www.health.gov.au

You can also call the Coronavirus Health Information Line on **1800 020 080** for general questions related to COVID-19.