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Media release

Community pharmacy role in flood emergency

Community pharmacists in Queensland are doing everything they can in these difficult circumstances to ensure people have appropriate access to crucial medicines during the flood crisis.

With the immense destruction and loss of life, many people are cut off from their medicines or do not have access to their medicines.

The National President of the Guild, Kos Sclavos, said: "It is very important for people to continue to take their medicines. We estimate up to 120 pharmacies are closed today in South-East Queensland but the priority for the Pharmacy Guild of Australia is to ensure patients get access to medicines."

"All community pharmacists will assist patients requiring emergency supplies. There will be some pharmacies closed due to major damage from the floods and storms and some pharmacies are closed because electricity supply has been cut and shopping centres have been closed," Mr Sclavos said.

"The pharmacist needs details about medications and entitlements to confirm and record patients' current medication details and will ensure, wherever possible, that patients have access to emergency supply of medicines," Mr Sclavos continued.

In addition to problems with pharmacies being closed, all pharmacies will be impacted by disruption to the supply of medicines caused by flooding at pharmaceutical warehouses, and damage to road networks.

What to do in an emergency if you run out of medicines

- 1/ Take your original script or repeat prescription to your pharmacy and get your medicines filled.
- 2/ If your prescription has been lost or destroyed, try and get a new prescription from your doctor.
- 3/ If your doctor is not accessible, go to your local pharmacy or if your pharmacy is closed, go to the nearest pharmacy. A pharmacist may dispense medicines without a prescription in an emergency. Take identification and any entitlement cards, for example your Medicare, DVA or Centrelink card.
- 4/ If you do not have your Medicare, DVA or Centrelink card, the pharmacist can ring the PBS Inquiry Helpline and retrieve your patient details.

People who have questions about how to access their medicines should contact the Pharmacy Guild of Australia on 02 6270 1888.

Media enquiries to Sally Rempel on 02 6270 1888 or Kos Sclavos on 0415 879 830.

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