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- Amazing GP\$
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Health professionals top cyber targets

PHARMACY owners are being urged by the Office of the Australian Information Commissioner (OAIC) to embrace guidelines introduced to minimise their risk of data breaches.

Launching the guide this week, OAIC Commissioner, Angelene Falk, noted that health professionals had been the leading source of notifiable breaches since Feb 2018, when reporting was mandated.

Falk warned that pharmacists could face penalties of up to \$2.1 million per privacy breach.

Pharmacy Guild of Australia Victoria Branch President, Anthony Tassone, told *Pharmacy Daily* the guide highlighted the need for pharmacy owners to ensure they adopt security measures to minimise cyber attacks and human errors, noting insurance products can assist risk management.

"Like other health care practices, pharmacies have a particular responsibility to protect data due to the sensitive nature of much of

the information stored including information concerning the use of scheduled medicines, delivery of health services and patient health records," he said.

"This is further the case in the current environment of digital health/e-health initiatives encompassing electronic transfer of prescriptions, My Health Record and the Australian Immunisation Register to name a few.

"Pharmacies are a custodian of their patients' personal information and this responsibility underpins community pharmacy's highly trusted role in the community.

"It's important to be reminded that data breaches are not limited to malicious actions, but may also arise from internal errors or failure to follow information handling policies that cause accidental loss or disclosure of information.

"Sadly, none of us are immune to the risks of cyber attacks and in the modern digital age we all must be absolutely vigilant both at work



and at home to protect sensitive information of ourselves and those of patients in the pharmacy."

Tassone encouraged pharmacy owners and managers to visit www.staysmartonline.gov.au for more resources and information about cyber security.

The OAIC also published a privacy action plan for health practitioners to limit their risk of data breaches, which is available at oaic.gov.au.

Today's issue of PD

Pharmacy Daily today has two pages of news, a front cover wrap from Iberisig plus full pages from:

- Guardian Pharmacy
- Healted

Iberisig is here

SIGMA Private Brands has launched Iberisig Herbal Digestive Drops, a "cost effective, highly profitable, private label equivalent to a global blockbuster herbal medicine".

Available in 50ml and 100ml bottles, the new product is indicated for the symptomatic relief of conditions including indigestion and medically diagnosed irritable bowel syndrome.

Iberisig is exclusively available through Sigma Wholesale - for details see the cover page of today's PD.

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pharmacy



Amplio Concentrated EPA/DHA supports cardiovascular health and brain function. It also relieves mild joint inflammation and swelling.



Amplio Iron Advanced supports the health of red blood cells and may assist in the management of dietary iron deficiency.



Amplio Magnesium Forte helps to maintain healthy muscle function and supports energy.



When combined with adequate dietary calcium and regular exercise Amplio Osteo Complex may help calcium absorption, enhance bone density and reduce bone loss.

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Dispensary Corner

WITH just three weeks left before the UK exits the European Union (possibly), MPs have sought advice on a most urgent matter.

The flow of goods is set for significant disruption, and in particular reassurances have been sought that supplies of toilet paper will not dry up.

MP, Jonathan Edwards, on Tue asked ministers how long local supply would last post-Brexit.

Puns have rained down upon the rash of concern, with Cabinet Office Minister, Simon Hart, giving a "bog-standard" reply.

He said the government would "prioritise the flow of goods", "minimise friction" and would not "flush the economy down the toilet".

Pharmacies throughout the realm have stocked their back rooms high, it is rumoured.

WHAT'S in a name?

A Nigel by any other name is still a Nigel, or so the 433 Nigels gathering for a world Nigel-meet believed.

The party at the Fleece Inn in the village of Bretforton, in Worcestershire, is believed to have set the record for the number of Nigels gathered and it was organised by landlord Nigel Smith, 56.

The event also raised funds for the British Heart Foundation.

"I've always felt that the name's much maligned – people would say to me when I was young 'Nigel, that's got to be a joke name hasn't it?'" he said.

And what is the collective noun? - a "niggle of Nigels"?

PDL raises dispensing concerns

PHARMACISTS are being urged by indemnity insurer, Pharmaceutical Defence Limited (PDL), to follow established dispensing protocols in order to avoid errors.

The warning follows a report of an alleged error by a pharmacist working at a discount chemist, in which the mother of a seven-month-old boy claimed the pharmacist provided directions that would have seen the child receive doses eight-times the recommended amount.

Speaking to *Pharmacy Daily*, PDL Professional Officer, Gary West, said the organisation would not comment on specific allegations, but stressed the need for

pharmacists to follow the insurer's Guide to Good Dispensing.

"We remind pharmacists of the need to be mindful of risks," he said. "Distractions can be a factor, interruptions are certainly a factor... pharmacists need to have a good system... there are a lot of steps in the dispensing process."

West said PDL had not seen a significant increase in claims relating to errors, that have been flagged by regulators, but noted that people were more likely to lodge complaints than in the past.

"The ability to make a complaint is easier to report," he said.

"[So there] probably has been an increase in formal notifications."

RACGP members unimpressed by ad

A CAMPAIGN designed to push for the end of the Federal Government's Medicare rebate freeze has left many Royal Australian College of General Practitioners (RAGCP) members unimpressed

Only one-in-two members of the RACGP supported the ad campaign, however RACGP President, Harry Nespolon,

described it as a success.

"We stand by our campaign which highlighted how Medicare rebates are failing to keep pace with inflation and reflect the true cost of delivering GP services," he said.

It seems the ad wasn't popular among the public either, with just one in four surveyed Australians saying it resonated with them.



NRL OVERALL TOP TIPPER

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Pharmacy Daily
NRL tipping competition is sponsored by GuildDigital, with the top tipper for the season winning a \$1,000 gift card.

NSW permit: TRF5/19/31793 / ACT permit: TP 19/20264



Travel Specials

WELCOME to *Pharmacy Daily's* travel feature. Each week we highlight a couple of great travel deals for the pharmacy industry, brought to you by *Flo Travel Nasal Spray*.



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Guardian Pharmacy tops the Roy Morgan *Customer Satisfaction Awards*

We are proud to announce Guardian Pharmacy has yet again topped the rankings for the Roy Morgan Chemist/Pharmacy of the month award, this is the 7th month in a row. This fantastic achievement now places Guardian in an unbeatable position to take out the Roy Morgan Annual Pharmacy of the Year Award for Customer Satisfaction.

We would like to say a huge congratulations and well done to all our Guardian Partners and to our Guardian Support team.

It is the collective effort of everyone across the extended Guardian Pharmacy family that have seen us achieve this amazing result.

Well done and congratulations to you all.

For further information on joining the winning Guardian Pharmacy team, please contact Peter Lane 0413 050 635

HEALTHED WEBCASTS



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FREE WEBCAST

TUESDAY 15 OCTOBER, 2019

Zone	Time
NSW, VIC, TAS, ACT	7:00 – 8:30pm AEDT
QLD	6:00 – 7:30pm AEST
SA	6:30 – 8:00pm ACDT
NT	5:30 – 7:00pm ACST
WA*	4:00 – 5:30pm or 7:00 – 8:30pm AWST

*Special delayed session for WA viewers



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CLICK HERE TO REGISTER FOR THE FREE WEBCAST

Q Fever in GP – Recognition, Treatment and Prevention



Prof Andrew Lloyd

Infectious Diseases Physician, Prince of Wales Hospital, Sydney; Academic researcher, Kirby Institute, University of NSW; Practitioner Research Fellow, National Health and Medical Research Council Centre

Accreditation Number: A1910HED2*

Q Fever is an emerging zoonotic infection worldwide, and presentations are non-specific, variable and often misdiagnosed. In this presentation, Prof Lloyd discusses the issues faced by medical practitioners in testing patients for Q Fever, its clinical features – which may present as acute or chronic infection or the post-Q Fever fatigue syndrome, and treatment and prevention.

*This activity has been accredited for 1.5 hrs of Group 1 CPD (or 1.5 CPD credits) suitable for inclusion in an individual pharmacist's CPD plan which can be converted to 1.5 hrs of Group 2 CPD (or 3 CPD credits) upon successful completion of relevant assessment activities. All Australian pharmacists can convert their group one credits to group two credits by completing the assessment component of this activity on the Australian College of Pharmacy (ACP) website: <http://www.acp.edu.au>. The assessment will be accessible via the ACP website once registered as a complimentary member (non-member) for free.

Is there an Opioid Epidemic in Australia?



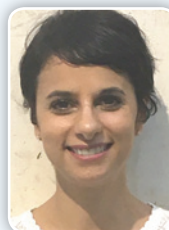
Prof Stephan Schug

Professor and Chair of Anaesthesiology and Pain Medicine, University of WA; Former Director of Pain Medicine, Royal Perth Hospital

Accreditation Number: A1910HED2*

Is there an opioid crisis in Australia? While the situation here is not yet at the levels seen in the USA, there is cause for concern. Prof Schug presents facts and observations suggesting that we need to take steps now to prevent a similar crisis on our own doorstep.

The Significant Impact of Cancer on the Family – What Can GPs Do About It?



Ms Sandy Cham

Clinical Psychologist Registrar; General Manager, CanTeen

Accreditation Number: A1910HED2*

GPs often see families at the beginning of their cancer experience, and this provides an invaluable opportunity to support not only the patient, but the entire family unit in coping better with the journey ahead. This talk addresses the primary needs of families going through a cancer experience: information, how to talk about cancer, and connection with peers who understand.