

Storing Your Medication Roll

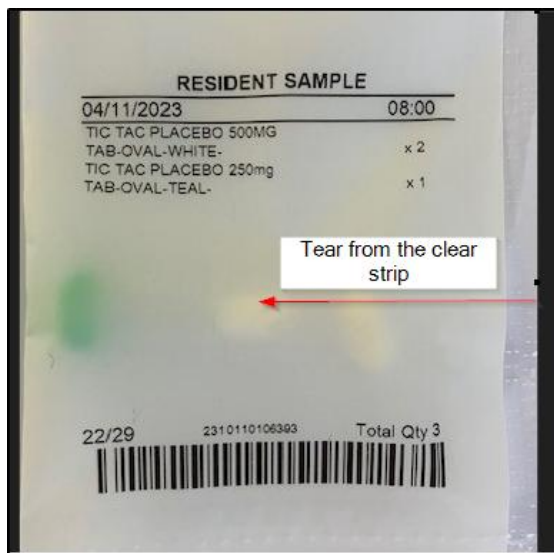
Keep your medication roll in a cool, dry place away from heat, humidity, and direct sunlight.

Removing the Pouch to Be Taken

Hold the roll in place on the dispenser and tear along the perforation starting from the right side.

Opening Your Pouch

The easiest way to open the pouch is by tearing anywhere along the right-hand side of the pouch where the clear strip and tiny perforations are located.



Understanding Your Medication Pouch

Each medication pouch can contain up to seven different medications.

For each medication, the pouch will display:

- Your Name
- The date that the medication is to be taken
- The dosage time that the medication is to be taken
- The generic medication name
- A description of what the medication looks like
- The quantity contained in the pouch

Robert Sample		
DD/MM/YYYY	Day of week	24 Hour time
GENERIC NAME Strength		
Tablet Description		x1
GENERIC NAME Strength		
Tablet Description		x1
GENERIC NAME Strength		
Tablet Description		x1
1/28	Date Produced	Total QTY 3
BarCODE		



Unused, Empty, or Expired Medicines

Unused or expired medications should be returned using our free postal address:

Optimal Pharmacy Plus Stafford

Reply Paid 88531

Stafford QLD 4053

No postage stamp is required. Items can be posted via any red Australia Post box.

Empty DAA roll packets can be disposed of in your household bin.

Travelling or Going on Holiday

If you are planning to travel:

- Email the pharmacy at veteranmedications@optimalms.net.au with your travel dates (departure and return dates).
 - Please provide at least 4 weeks' notice where possible.
 - The pharmacy will review your request and advise if additional prescriptions are required.
 - Requests made within 3 days of travel may not be processed in time for delivery.
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Deliveries

How Is My Order Delivered?

Most orders are delivered via StarTrack, Australia Post, or Team Global courier services.

Clients are encouraged to download the Australia Post app to:

- Track parcels
- Reduce the risk of scam text messages

Do I need to order a Roll from you every month?

No, your roll will come automatically every 4 weeks

How Long Does Delivery Take?

Most deliveries arrive within 1–2 business days.

Rural or remote areas may require an additional 1–2 business days.

What If My Parcel Is Delayed?

Please check your Australia Post app for tracking updates first.

If you are still concerned, email:

veteranmedications@optimalms.net.au

The pharmacy will investigate the delivery status.

What If My Parcel Is Damaged?

Please email a photo of the damaged parcel or contents to:

veteranmedications@optimalms.net.au

The pharmacy will assess the damage and arrange replacement items if required.

I Have Changed My Address

Please email your updated address details to:

veteranmedications@optimalms.net.au

Script Management

Optimal Pharmacy usually sends prescription requests every 3 months to both you and your doctor. If prescriptions are overdue or unavailable, an urgent request will be sent.

Important Information

- If prescriptions are dispensed at another pharmacy or hospital pharmacy, Optimal Pharmacy Stafford can obtain them through the Active Script List.
 - Alternatively, clients may email a photo of the paper prescription and post the original using the reply-paid address.
 - If no valid prescription is available, an urgent request will be sent asking the client to obtain one immediately.
 - After 1 month without a valid prescription, the medication will be paused from the next DAA roll.
 - If more than half of a client's medications have no valid prescriptions available, the roll service will be paused until all required prescriptions are received.
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Changes to Your Medicines

Please inform Optimal Pharmacy Stafford of any medication changes.

Examples include:

- Dose changes
- Frequency changes
- Starting or stopping medications
- Duration changes

Procedure for Medication Changes

Please notify the pharmacy as soon as possible of any medication changes, ideally via email so the pharmacist has a clear record if contacted by hospitals or healthcare providers.

If it is a new medication:

- The pharmacy will endeavour to send a supply promptly.
- If the prescription is paper based, please provide a photo so processing can begin immediately.

If a medication is ceased or swapped:

- The pharmacy will advise which pill to remove from the roll.
- They will explain what the medication looks like and which pouch contain it.

In urgent situations involving multiple medication changes:

- The pharmacy may organise replacement rolls.
 - This is generally avoided where possible due to medication wastage from discarded rolls already supplied.
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Communication

How Do You Contact Us?

Email is the preferred method of communication, as it provides a written record and allows us to prioritise urgent requests appropriately.

If you are unable to email, please call:

Phone: 07 3356 9886 Select **Option 2** and leave a clear message.

We will action your request and either respond via email or call you back if further information is required.

Email: veteranmedications@optimalms.net.au