

# Instructions regarding transition to BnTRx

HPS does not order “consignment” stock, i.e., the stock of vials sent prior to a prescription.

## Implications for transition to BnTRx

1. Ensure that you have sufficient PBS stock for the first clinic that you will be using the BnTRx system. Order this stock via your prior method of ordering and delivery.
2. Record your PBS stock-on-hand and ensure this quantity comes through to HPS on prescriptions.\* Start presenting prescriptions via BnTRx to HPS Pharmacy. HPS will notify the manufacturer that your clinic is now presenting scripts to them.

\*Please be aware that you may be held financially liable for vials not presented on PBS prescriptions during the transition period. It is advisable to also record the batch number of the vials on hand (to ensure these ‘pre-BnTRx’ vials come through on scripts).

# FAQs

## About

### What is BnTRx?

BnTRx is integrated practice software to manage the various requirements for processing the drug botulinum toxin (all brands available) before, during and after clinic. It is especially designed for PBS-funded botulinum toxin.

### How will it help my clinic?

BnTRx has been developed to save clinic time from processing paperwork and tracking stock. The software;

- collects and keeps patient co-payment details, and then automatically triggers the co-payment after the patient is treated for all subsequent visits.
- allows you to send prescriptions to the S94 pharmacist via digital upload.
- does the re-ordering work for you for all brands as the S94 pharmacy takes care of your re-orders according to your usage and the schedule you select.

# FAQs

## Pricing

### **BnTRx is free, is it sponsored by pharma?**

BnTRx is under proprietary ownership by the Australian company, Integra Medical Group Pty Ltd.

It is not sponsored in any way by the pharmaceutical manufacturers.

Although processing all brands of b.toxin, the partner S94 pharmacy, HPS Pharmacies, is the preferred partner for Ipsen, manufacturers of Dysport®.

### **Are there any hidden costs?**

There are no hidden costs or costs for extra requirements such as clinic support.

# FAQs

## Set up

**How do I setup my clinic on BnTRx?**

Registration and setup is achieved via the website [www.bntrx.com.au](http://www.bntrx.com.au)  
Be sure to follow all simple steps including your preferred delivery option.

**Am I able to tailor the software to my clinic requirements?**

Under the 'Admin' tab, you can add multiple doctors and admin users within your clinic. You can choose to process prescriptions and manage vials per doctor or under one injector overall.

# FAQs

## Stock management

### **Will HPS Pharmacies order and send vials to my clinic for the first day of BnTRx operation?**

No, continue with your previous method of ordering and delivery right up until day one of BnTRx. After you commence processing scripts through BnTRx, HPS Pharmacies starts ordering for you by matching your usage to every subsequent order. In addition, HPS will notify the manufacturer that you are now presenting scripts to them.

Be sure to;

- count and record your PBS vials on that first day (as stock on hand in the 'stock' tab). It is also advisable to record the batch number of the vials on hand.
- process that quantity of vials as scripts to HPS. HPS will not accept financial liability for PBS stock that does not come through in prescriptions.

### **I am used to ordering vials, will I be 'caught short?'**

The 'replenishment' method of ordering has been proven to work successfully in busy (greater than 30 patients per week) practices over an extensive trial of 18 months.

### **What if I need to suspend deliveries or swap vials to another injector?**

HPS Pharmacies has a dedicated b.toxin team of pharmacists. You can adjust your vial allocations and quantities per doctor as well as suspend delivery by calling or emailing the HPS team on;

P (02) 6153 6474 or (02) 6153 6470 or

E [b.toxin@hpspharmacies.com.au](mailto:b.toxin@hpspharmacies.com.au)

# FAQs

## Data security

### Where does BnTRx store patient and clinic information and how do I know it secure?

Your information will only be stored on computer systems that are located in Australia. We implement strict technical and procedural controls to protect it. These include:

- Ensuring that access to our systems is highly restricted and controlled.
- Implementing physical and logical security measures across our organisation.
- Using strong encryption and masking techniques/tools to protect the flow of data.
- Limiting access to your information to specific staff who need it in order to perform a task or function.

Security is everyone's responsibility. Help us protect your information; don't use the same password twice and log out when you are finished using the Platform.

### Will my data be sold?

Integra Medical Group does not sell or hand-on any data that would enable identification of patients nor clinics and injectors. Please review our [privacy policy](#)

# FAQs

## Support

- **How do I contact support if it is required?**

Please refer all requests to;

P (02) 6153 6474 or (02) 6153 6470 or

E [b.toxin@hpspharmacies.com.au](mailto:b.toxin@hpspharmacies.com.au)

If your request is anything to do with scripts, stock and co-payment, HPS will deal directly with you on the matter.

If your request is tech (software) related, HPS will triage to a tech support person for you.