

The Most important information about the e-prescription

Merck BKK

The term e-Prescription is an abbreviation for electronic prescription. With the e-Prescription, the healthcare system takes another step forward to digitalization. With its introduction, medicine prescription for patients can be created and signed digitally. The participation of pharmacies and doctor practices is mandatory nationwide.

How do you receive the e-Prescription?

The e-prescription is created digitally by your doctor's office and stored in encrypted form in the central health network in accordance with data protection regulations.

How do you redeem the e-Prescription?

You can use these 3 ways or options to redeem your e-Prescription at the pharmacy:

1. With the electronic health card (eGK):

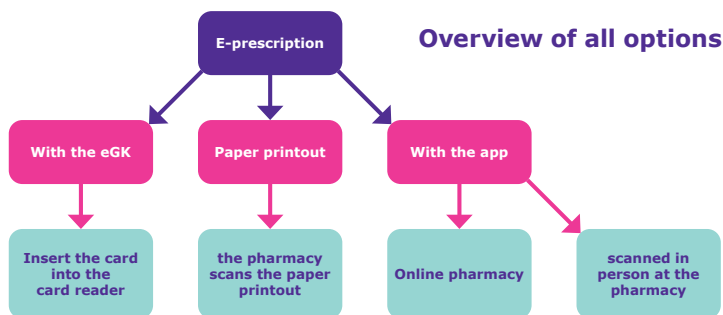
The easiest option is to redeem via the eGK. Go to the pharmacy with your eGK your prescription is retrieved with a reader. A PIN is not required for this.

2. With the paper printout:

If you want, you can take a printed copy of the prescription to the doctor's office as usual. The slip is no longer pink, however it contains the main information about the prescription as well as a prescription code. As it bears a digital signature, the printout is valid without a manual signature. The pharmacy staff will scan the prescription code and then you can get your medication or place an order for it.

3. with the app:

1. You need a mobile phone that supports the NFC transmission standard and has at least iOS 14 or Android 7.
2. Download the app (<https://www.das-e-rezept-fuer-deutschland.de/faq/faq-detail/wo-erhalte-ich-die-app>).
3. Use the CAN number in the upper right corner of your eGK to log in to the app. We will send you your PIN upon request.
4. With the e-prescription app, show the digital prescription code at the pharmacy or send the prescription digitally to the pharmacy of your choice and pick it up or have it delivered.



FAQ

Q: Can I still get a printed prescription?

A: Yes, it is still possible to get a paper printout which you can submit in your pharmacy to get your drugs.

Q: Do I receive an e-prescription for green and blue prescription slips as well?

A: Yes, it is possible to receive an e-prescription for a green or blue prescription slip.

Q: What medication can be prescribed as an e-prescription?

A: The e-prescription is only possible for pharmacy-only drugs. Expansion for other drugs is already being planned.

Q: Are e-prescription also issued during a home visit by the doctor?

A: No not yet. You will receive a regular "pink" prescription (Muster 16) as usual.

Q: Is it possible to change or cancel my e-prescription?

A: If an e-prescription has not yet been sent to a pharmacy, cancellation is only possible through the doctor's office. If it has already been sent to a pharmacy, the pharmacy must delete the e-prescription or approve it for collection. The doctor's office can then issue a new e-prescription if it is deleted.

Q: Do I have to go to the doctor in person to receive the e-prescription?

A: For the first prescription it is still necessary for you to come to the doctor's office in person. If the practice has no concerns, there is no need for a personal visit to the doctor for follow-up prescriptions.

Q: Can I also redeem my e-prescription in online-pharmacies?

A: Yes, this is possible.

Q: Is it possible to redeem e-prescription for someone else e.g. family members?

A: Yes, this is possible if you have the appropriate eGK.

Q: Is the e-prescription stored on my eGK?

A: No. The e-prescription is digitally generated by your doctor's office and stored in an encrypted form in the central health network in accordance with data protection regulations. The eGK enables access to the health network.

Q: What happens when I lose my eGK?

A: You should call us so we can block your eGK.

Q: Can I use the eGK for the prescription even if I'm registered in the e-prescription App?

A: Yes that is possible.

Q: How long are e-prescription valid for?

A: You can receive the medication on your e-prescription within 28 days at the expense of Merck BKK. Once the prescription has been collected, it is automatically deleted after 100 days. E-prescription have the same validity as the paper prescription.

Any Questions?
Feel free to contact us.

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