

Welcome to the Symbion Portal

shop.symbion.com.au

Please find following guide to SAS orders

Special Access Scheme (SAS)

Phone: 1300 012 686

Email: symbion.sas@symbion.com.au


SAS Orders

Special Access Scheme (SAS)

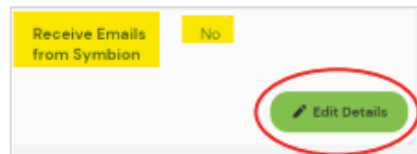
Phone: 1300 012 686


Email: symbion.sas@symbion.com.au

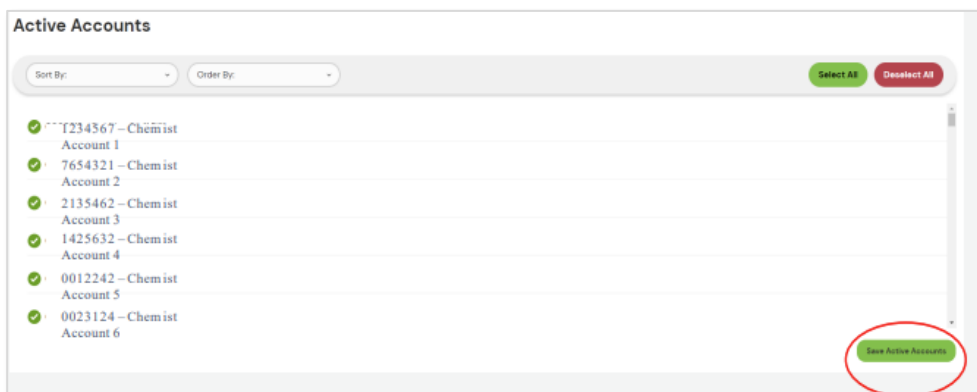
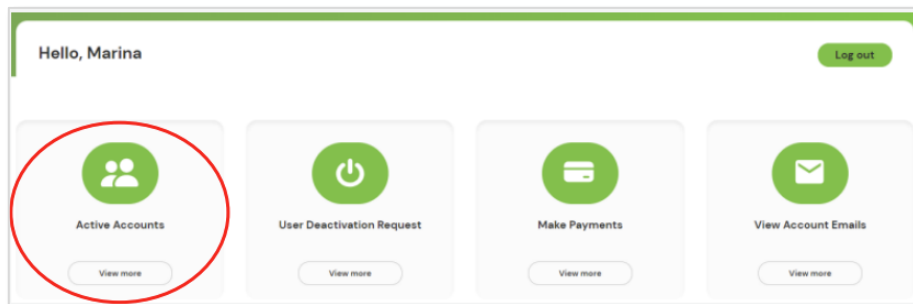
Once you have access to the New SHOP portal, please review your account details.

From the menu bar at the top, click on the  icon

To receive communication regarding your orders please ensure **“Receive Emails from Symbion”** is set to YES. You can change this setting by clicking the **“Edit Details”** button circled below.




Next click on **‘View More’** under Active Accounts to ensure the account you are using to order SAS has been **‘saved & activated’**. These accounts will show a green tick next to the account number 



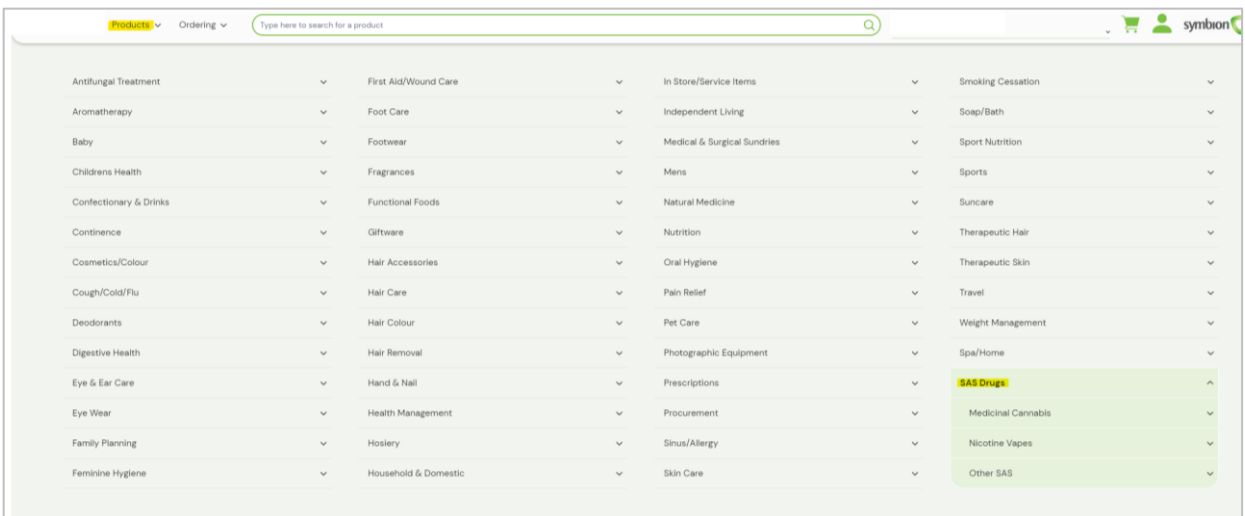
Product Search

You can find your product using the following options.

Search Function: Search for the product using: Symbion PDE, Product Description, Brand name

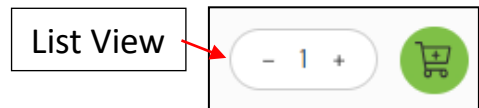
Type here to search for a product 

Products tab: Products → SAS Drugs → Medicinal Cannabis/Nicotine Vapes/Other SAS.



Placing an SAS Order

Once you have chosen your product, you can enter the quantity required or click on the +/- signs then click the cart symbol.



Click on Add Approval and select the appropriate Category pathway.



Please determine which pathway aligns to the TGA approval letter if provided by the doctor or patient before submitting your order.

What Category do you want to apply for this product?

SAS Category A SAS Category B SAS Category C Authorised prescriber (AP)

Placing an SAS Order

Continue....

| Access Pathway | Notification or Application? | Patient Criteria | TGA Requirements | Medicinal Cannabis | Nicotine Vaping |
|-----------------------|------------------------------|---|--|--------------------|-----------------|
| Category A | Notification | Allows a medical practitioner to prescribe an unapproved product for a patient who is seriously ill | Prescribers must submit applications on a patient-by-patient basis | Yes | No |
| Category B | Application | Allows a medical practitioner to prescribe an unapproved product <u>for a patient</u> under their care | The applicant must submit an application for each patient to the TGA for approval, and provide a clinical justification for the use of the therapeutic good | Yes | Yes |
| Category C | Notification | Allows specified health practitioners to access 'unapproved' therapeutic goods from a list of products that have been deemed by the TGA to have an established history of use | Must be on the list of unapproved products per the TGA | No | Yes |
| Authorised Prescriber | n/a | The TGA is able to grant a medical practitioner authority to prescribe a specified unapproved product for particular indications to a <u>class of patients</u> under their care | AP's don't need to notify the TGA each time they prescribe a product during the approval period (up to 5 years) AP's must report the number of patients they treat every 6 months | Yes | Yes |

Placing an SAS Order

Continue....

Enter the TGA Approval letter details

The following example is the Authorised Prescriber (AP) form for TGA Approvals with MAP references.


Please ensure all details are correct before selecting “Complete”.

What Category do you want to apply for this product?


SAS Category A SAS Category B SAS Category C Authorised prescriber (AP)

Upload Notice of decision to grant an authority under subsection 19(5) of the Therapeutic Goods Act 1989 (Authorised Prescriber Scheme).
Provide MAPXX-XXXXXXX number in the Notice.

MAP Number *

Upload TGA Category AP Notification * 

I confirm the patient's full name details have not been included within this prescription or Health Department notice

Approval Expiry Date * 

Doctor's Details

AHPRA ID

First Name *

Last Name *

Pharmacist's Details

AHPRA ID *

First Name *

Last Name *

Placing an SAS Order

Continue....

Once the order has been approved and processed, the MB or MAP number will be saved for future use. When ordering the same product, select from the drop down the correct document which will pre-fill the SAS form:

The image shows two sections of a SAS form. The top section is for 'Category B' and the bottom section is for 'Authorised Prescriber (AP)'. Both sections have a 'MB Number *' or 'MAP Number *' field with a dropdown menu. The 'Upload TGA Category B Notification' or 'Upload TGA Category AP Notification' field has a dropdown menu with a selected item. A checkbox is present in both sections with the text 'I confirm the patient's full name details have not been included within this prescription or Health Department notice'. The 'Approval Expiry Date *' field is present in both sections with a date format 'dd/mm/yyyy' and a calendar icon. Red arrows point from callout boxes to the dropdown menus and the selected items.

Category B

MB Number * mb

Upload TGA Category B Notification * MB22-0840123
Prescriber: John Smith

I confirm the patient's full name details have not been included within this prescription or Health Department notice

Approval Expiry Date * dd/mm/yyyy

Authorised Prescriber (AP)

MAP Number * map

Upload TGA Category AP Notification * MAP23-0046123
Prescriber: John Smith

I confirm the patient's full name details have not been included within this prescription or Health Department notice

Approval Expiry Date * dd/mm/yyyy

Previously used TGA approval letter.

Placing an SAS Order

Continue....

See below how to add multiple TGA approvals for the same product.

The screenshot shows a mobile application interface for adding TGA approvals. At the top right, there is a 'Total Order Quantity' field with a value of 3 and a close icon. Below this is a green header bar with '# 1 Authorised prescriber (AP) Qty - 1'. The main form area contains a 'How many units for this notification/approval' field with a value of 1 and a 'Quantity remaining: 2' label. Below this is a section for 'What Category do you want to apply for this product?' with radio buttons for 'SAS Category A', 'SAS Category B', 'SAS Category C', and 'Authorised prescriber (AP)'. The 'Authorised prescriber (AP)' option is selected. The form is divided into two sections: 'Doctor's Details' and 'Pharmacist's Details', each with input fields for 'AHPRA ID', 'First Name *', and 'Last Name *'. A green 'Add approval' button is located at the bottom center of the form.

This is the number of units not yet assigned to a TGA form.

This is the total number of units that has been added to the cart.

This is the number of units applicable to the current TGA form being filled out. Edit the number of units as required.

Once all mandatory fields (*) have been completed, click add approval. Once the quantity remaining is 0, proceed by selecting the complete button.

Checkout

Click on the cart icon to bring up the contents of your cart.



Click on 'Checkout' and the Submit Order panel will open.

To confirm order details, click on the drop-down arrow.

To place the order when on the cart page press the checkout button.

Enter your order reference. **Please do NOT use any names in your order reference**

Press Submit order and you will receive an Order Confirmation message.

Submit Order?

Please confirm that the order of 1 products will now be submitted for:

0080764
Gillians Test Account

Your Order Reference

35 characters maximur **Submit Order**

Order Confirmed

You will receive a confirmation email or you can go to Open Orders to view your order details

My Orders Home

Request for Email Change

An email of your **Order Summary** will be sent to the email address linked to the SHOP username, if you wish to change this email address, please send your request via email to symbion.sas@symbion.com.au

In your email, please include your Symbion account number, SHOP username and the email address you request to be linked to your username. This is the email address where you will receive your Order Summary and Workflow emails.

Click on '**Download Order Details Here**' to review full order details.

Your SHOP Order Summary

Dear Customer,

This is to inform you that your order request was received successfully.

Please note your SAS order request may take up to 2 working days to be approved.

- Account No:
- Order Reference: NORMSAS
- Order Date: 05/10/23
- Order Time: 11:46 AM
- Contact Name:

[Download Order Details Here](#)

Order Details

| Product Information | PDE | Fridge | Back Order | Price (Exc GST) | GST | Price (Inc GST) | QTY | Amount (Exc GST) |
|---------------------|-----|--------|------------|-----------------|-----|-----------------|-----|------------------|
| SAS | | N | N | | | | 2 | |
| Order Total | | | | | | | | \$ |

If your Order contains Fridge line items that are not returnable

To confirm your order number, status and estimate delivery time, please refer to your Purchase Order ASN: [CLICK HERE](#)

-

Prices are subject to change, Symbion Standard Trade Terms and Conditions apply, no further discounts apply.

Please Note: ODA Products - Control Drug fees will apply where applicable

Warm regards,
Symbion SAS Customer Service

Phone: 1300 012 686

Email: symbion.sas@symbion.com.au

This communication has been sent to you from Symbion Pty Ltd, ABN 25 000 875 034.

THIS IS AN AUTO-GENERATED EMAIL: Please do not reply this email, it is sent for your information only.

[Symbion SHOP](#)

Once your order has been reviewed and approved, an order confirmation email will be sent. (**SAS Workflow Email**)

SAS Workflow Email

The SAS Workflow email will include any approved and/or rejected lines and state the given reason for the rejected item/s.

Click on “**Login to view your order status**” to confirm order number, status & expected dispatch date. You can also view in the Symbion portal by using the tabs in the menu bar at the top of your browser page.

Ordering > Purchase Orders/ASNs or ‘**My Dashboard**’.

Dear Customer

Your SAS order request with reference **00XXXXX** has been reviewed. Please see below the approval status of each line within your order.

Account No:

Order Reference: SAS

Order Date: 01/05/24

Order Time: 00:00 AM

Contact Name :

You have 1 SAS products approved

You have 1 SAS products unapproved

[Login to view your order status](#)

| Product Information | PDE | Qty | Status |
|---------------------|---|-----|---|
| SAS | | 1 | |
| #1 | Category:AP TGA Number:MAPXX-XXXXXXX Approval Expiry Date:DDMMYY Doctor's details, APHRA ID: - First name: - Last name: - Pharmacist's details, APHRA ID: PHAXXXXXXXXXX, First name: - Last name: - Patient's details, Name Initials: AUTH Date of birth: - | | Approved |
| SAS | | 1 | |
| #2 | Category:AP TGA Number:MAPXX-XXXXXXX Approval Expiry Date: DDMMYY Doctor's details, APHRA ID: - First name: - Last name: - Pharmacist's details, APHRA ID: PHAXXXXXXXXXX, First name: - Last name: - Patient's details, Name Initials: AUTH Date of birth: - | | Rejected Reason: Incorrect TGA Approval. Please reorder via the Portal |

Note: In a situation where some SAS products are rejected, we still process the order with the rejected items removed.

Contact the SAS team on 1300 012 686 to be advised on order details.

Warm Regards,

Symbion Customer Service

This communication has been sent to you from Symbion Pty Ltd.

ABN 25 000 875 034

THIS IS AN AUTO-GENERATED EMAIL: Please do not reply to this email, it is sent to you for information only.

[Symbion SHOP](#)

Price List and Supplier Product Information

Price List and Suppliers Product information:

Click on the Logo



at the right-end of the menu bar, then click on the link “View my notifications”.

