

get to know your medicines



N P S

National Prescribing Service Limited

Adverse Medicine Events Line

1300 134 237

For reporting when things go
wrong with your medicines

Monday to Friday, 9am to 5pm
Eastern Standard Time (EST)

For the cost of a local telephone call. Calls from mobile phones may cost more.

Adverse Medicine Events Line is for reporting when things go wrong with your medicines

Sometimes medicines have unexpected and undesirable side effects. AME Line provides consumers with an avenue for reporting and discussing adverse experiences with medicines. Call the AME Line if you suspect that your medicine is causing a problem and you're worried about using it. AME Line provides independent, accurate and evidence based information.

**AME Line is not for
emergencies.**
If you have
concerns about your
medicines arising
from an overdose
or suspected
poisoning, call the
Poisons Information
Centre, 24 hours a
day on 13 11 26. For
emergencies call 000.



ADVERSE MEDICINE EVENTS LINE

1300 134 237

**When things go wrong
with medicines**

For reporting or advice

Ph: 1300 134 237

AME Line 1300 134 237

Monday to Friday, 9am-5pm EST

What things should I report?

You can call to discuss any side effects that might be due to your:

- Prescription medicines
- Over-the-counter medicines (e.g. pain relievers and cold medication)
- Complementary medicines (vitamins, minerals, herbal, natural medicines)

Why is it important for me to report side effects?

It helps you and helps others. Early detection can reduce the impact of side effects. Talking to the AME Line pharmacists can help identify if your experiences are related to your medicines. If your side effects appear to be medicine related, we will refer you back to your doctor to discuss the options available to you.

Medicine related side effects are reported to the Therapeutic Goods Administration (TGA) for assessment and contribute to national medicine safety efforts. Your personal information will remain confidential and your privacy maintained.

Who will answer my call?

The Adverse Medicine Events Line (AME) is funded by the National Prescribing Service Limited (NPS) and staffed by pharmacists at Mater Health Services Brisbane Limited.

Any information we collect from you will be collected, stored and used in accordance with the National Privacy Principles contained in the Privacy Act 1988.

**For more information about AME Line,
visit www.nps.org.au**

**NPS welcomes your feedback on AME Line.
Please email us at info@nps.org.au.**



National Prescribing Service Limited

NPS is an independent, non-profit organisation for Quality Use of Medicines funded by the Australian Government Department of Health and Ageing

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