Metagenics®

Patient Order System - FAQs

1. Can you have multiple Practitioners in the same clinic using the Patient Order System?

Yes, you will need to contact Customer Service on 1800 777 648 (Australia) or 0508 227 744 (New Zealand) to obtain multiple user logins for your clinic.

2. When should you receive your recommended mark-up?

Practitioners will receive their recommended mark-up approximately on the 10th of every month. If you have not provided your bank details, the reimbursement will be credited to your account.

3. When ordering products from the Patient Order System, is there a charge for freight?

Goods will be sent by courier to the quoted address for the modest fee of $13.95 (excluding GST) for Australia and $6.50 (excluding GST) for New Zealand. Orders over $200 (excluding GST) for Australia and orders over $250 (excluding GST) for New Zealand will be sent freight free.

With this in mind, prescribing a single larger prescription is more cost effective to post than many smaller ones. So to avoid your patients incurring multiple freight charges, add all desired items to a single prescription.

4. Which products are available to purchase via the Patient Order System?

The Patient Order System is available for prescribing the Metagenics product range.

5. Can I prescribe out of stock products?

Out of stock products will be flagged next to the product name in the product listing, and cannot be added to a prescription.

6. Can I include test kits in the Patient Order System?

Test kits are not available to order via the Patient Order System.

7. Can you charge more than the Recommended Retail Price (RRP)?

Practitioners cannot charge more than the Recommended Retail Price using the Metagenics Patient Order System, and will instead need to charge and send the products from their own dispensary. The Patient Order System however, does allow for discounts to be applied, up to 30%, for all patients.

8. Can you make changes to your initial prescription?

Yes, Practitioners can edit and re-issue existing patient scripts at any time allowing them to make changes to:

- The products listed on the prescription and the discounts applied to these products
- Notes for the patient
- Number of repeats available
- Expiry date of the prescription

Should you require further information on the Patient Order System, please call Customer Service on 1800 777 648 (Australia) / 0508 227 744 (New Zealand) or contact your Metagenics Territory Manager today!