Integria

Our policies



MediHerb Product Terms

MediHerb® is a practitioner-only range of herbal and nutritional supplements. All MediHerb® products are designated practitioner-only and must be prescribed and/or dispensed by a Qualified Healthcare Professional in Australia and New Zealand. To hold a valid account for the supply of MediHerb® brand practitioner only products, you or your registered practice must comply with the following.

Qualification

- You or your practice must have 1 or more Qualified Healthcare Practitioners equivalent to a full-time position. The account may be opened under a business or trading name; however, the account must have a Qualified Healthcare Practitioner with their required government accredited association details attached to this account at all times.
- Qualified Healthcare Practitioner means a practitioner consistent with Section 42AA of the Therapeutic Goods Regulations 1990 or a member of one of the recognised associations as per Schedule 1 of the Regulations, including herbalist, homeopath, naturopath, nutritionist or qualified in a modality covered by the Australian Health Practitioners Regulation Agency. Qualified Healthcare Practitioners must hold a Bachelor's Degree or relevant Diploma Degree pre-2023 from a Registered Training Organisation.
- For all student or new graduate applications from July 2023, the minimum accepted standard is a relevant Bachelor degree from a Registered Training Organisation.
- Practitioner must hold a current TGA Exemption Number if they are a herbalist, homeopath, naturopath or nutritionist.
- Students in their final year/s (including those in their third and fourth year of study), studying to be a Qualified Healthcare Practitioner, on presenting evidence of their education status from a Registered Training Organisation, may purchase products for educational and/or personal use.
- Failure to comply with these Terms may result in immediate suspension of the account.

Display of Products Prohibited to the Public

- Products in a retail-based environment with an attached clinic room such as pharmacies or health food stores, must be inaccessible to the public.
- In retail-based environments with an attached clinic, MediHerb formulated products must be inaccessible to the public and must be separate from any retail or over-the counter goods.
- Products may be displayed within the clinic environment but should be inaccessible to the patient.
- Due to limited availability of storage space, refrigerated products may be stored in an accessible retail fridge, but must be out of view to the public.

Consultation & Dispensing

- A patient consultation can only be conducted in an area where privacy must be assured. It is at the discretion of Integria Healthcare to determine the adequacy of this area.
- The initial consultation should be face to face, via online video conferencing facilities or telehealth. An over the counter or shop floor consultation does not qualify as a consultation. However, MediHerb Liquid herbals may be dispensed within a herbal apothecary or dispensary by a Qualified Healthcare Practitioner.
- At the end of a patient consultation, a script or written usage instructions is made available to the patient for each product prescribed and / or dispensed.
- Products can only be dispensed after a consultation from a Qualified Healthcare Practitioner and the sighting of a valid script to show that a consultation has been correctly conducted by a qualified practitioner.
- No one must dispense a script that has expired, is not dated and / or neglects to offer any instructions on how to use the products. If there is any doubt to the validity of the script, then no products should be dispensed.
- Only the number of repeats indicated on a valid script is to be filled. If the patient requests additional repeats when not specified on a script, then they should be referred to their prescribing practitioner for advice and no products dispensed.