

# Guild member resources

Members have access to a range of tools and resources to help them run their pharmacies, including:

## Audit tools

### Audit checklists and guides:

- Health Payments Integrity Team audits guidance
- How to demonstrate access to required audit references
- Links to required reference resources
- LTC service self-audit checklist
- Pharmacy equipment and resources checklist
- Pharmacy Quality Audit tips

### Audit help desk

The Guild's Senior Advisory Pharmacists are available to help you through the audit process. Take advantage of their experience and receive personalised support.

### Guild member app

Automatic notifications for keeping up to date with amendments to legislation (as required for audit purposes).

### Health and Disability Pharmacy Services Standard

Free access to the Standard

### Micromedex

Free online access to Martindale, Complete Drug Interactions and the Alternative Medicines database

### Pregnancy and Breastfeeding Medicines Guide

Free access to the Guide

## Quality improvement tools:

- Daily minimum/maximum temperature recording chart
- FAQs on dispensary fridge temperature monitoring
- Temperature breach flow chart
- Temperature incident report form
- Temperature monitoring device validation record

## Business and HR tools

### Business guides:

- Business plan template
- Dealing with directing of patients
- Financial issues to consider when buying or selling a pharmacy
- What to do in the event of an armed hold up, robbery, theft or assault

### Children's Act resources:

- Child protection policy template
- Children's Act guide
- Children's worker safety check - Existing employee checklist
- Children's worker safety check - New employee checklist
- SOP - Abuse and neglect

- SOP - Children's worker safety checks

#### **Employment agreements:**

- Guide to using the updated employment agreements
- Letter of offer template
- Individual employment agreement
- Casual individual employment agreement
- Contractor (Locum) agreement
- Fixed term individual employment agreement
- Fixed term (Intern) individual employment agreement

#### **Financial tools:**

- Charge out rate calculator
- Debt collection letters
- Due diligence - what is it and how is it carried out
- How financial performance covenants work
- Understanding your finances
- Understanding your pharmacy's cashflow

#### **HR advice line**

Enables members to get the answers they need to most general HR issues from our external HR advisor.

#### **HR guides and templates:**

- Bullying and harassment policy template
- Change, restructures, and redundancy guide
- Code of conduct template
- Diversity and inclusion policy template
- Guide for pharmacy staff
- Holidays Act guide
- IT policy template
- Managing discipline and dismissal
- Medical incapacity guide
- Mondayisation resource
- Parental leave guide

- Performance and development framework template
- Performance management guide with letter templates
- Recruitment guide
- Trial or probation periods guide
- Union FAQs
- Weather-relating staffing FAQs

#### **Job descriptions**

For: intern pharmacist, pharmacist, accuracy checking technician, pharmacy assistant, pharmacy manager, pharmacy technician, retail manager and vaccinating health worker.

#### **Legal advice line**

Run basic legal queries past a qualified lawyer. Something you may not have done due to cost.

#### **Remuneration survey**

Annual survey of current staffing and wage trends.

#### **Retail manual**

Covers: inventory management, leadership and communication, merchandising and product range, premises and equipment, sales and marketing, staff management.

### **ICPSA tools**

#### **ICPSA guides and tools:**

- ARRC contract template
- CRC contract template
- Guidance on setting up a local group
- ICPSA payments 101
- ICPSA Variation 5 presentation for members

- ICPSA Variation 5 summary for members

Copies of ICPSA agreements/variations and independent reviews.

**Long term conditions service:**

- LTC letter to patients
- LTC request for patient transfer
- LTC requirements 101
- SOP - Delivery of the LTC service
- SOP - Developing a medication management plan
- SOP - Identification and registration

## **Newsletters and updates**

**Guild InTouch**

Weekly e-newsletter with current issues and topics affecting community pharmacy.

**Contact magazine**

Monthly hardcopy magazine featuring pharmacy practice and business advice.

**T&A Topics**

Bi-monthly magazine with updates and articles for pharmacy technicians and assistants.

## **Member discounts**

- Discounted credit card, home loans and life insurance with ANZ
- Discounted courier rates with Parcelport
- Discounted first aid training with New Zealand Red Cross
- Discounted Humasens 2.0 diagnostic device
- Discounted legal advice with McCrimmon Law
- Discounted PainWISE training
- Discounted pharmacy technician qualifications
- Discounted pharmacy Xero plan with Markhams
- Discounted retail music licence
- Discounted website offer with Storbie

## **Patient counselling resources**

**Dispensary prompt cards:**

Includes: CD in safe, deliver, dose change, fridge, held item, medicine owing, new medicine, pharmacist.

**Pharmacy translation kit**

Helps pharmacists communicate medicine/health information with patients of other nationalities/ethnicities and includes Arabic, Chinese, French, Hindi, Japanese, Korean, Māori, Samoan, Spanish, Thai, and Tongan.

**Patient resources:**

- Men's health checklist
- Patient medication cards
- Prescription subsidy card pad

**Call 04 802 8200 to speak to the  
Guild HQ team and access  
personalised member support**

### **Translated patient medication card templates**

Customisable medication card templates in Arabic, Chinese, English, Japanese, Korean, Māori, Samoan, Thai and Tongan.

## **Pharmacy practice resources**

### **Practice guides and resources:**

- ACC provider portal and invoice template
- CD changes summary for prescribers
- Class C controlled drugs which are not exempt or partially exempt
- Consumer level medicine recall guide
- ECP consultation record
- Flowchart of eligibility to funded prescriptions for visitors from Australia and UK
- GP guidance for pack changes
- Healthy food and drink policy template
- Hospital discharge planning guidelines
- Infection control in pharmacy during an influenza pandemic
- Legislative and funding changes to controlled drugs
- Oral Covid-19 dispensing protocol
- Pharmacist supply of melatonin without a prescription
- Practitioners supply orders
- Prescription fraud, drug seekers and privacy issues
- Smoking cessation guide for pharmacists
- Smokefree policy template
- Using PSOs and standing orders in the Rheumatic Fever Prevention Programme
- Veterinary prescriptions guidance

### **Pharmacy practice help desk**

The Guild's Senior Advisory Pharmacists are available to

answer practice queries, providing advice on day-to-day issues including the ICPSA, dispensing processes like claiming and the pharmaceutical schedule, and other medicine-related issues.

### **reCare**

Resources to help you utilise the reCare platform. Members also access reCare at a discounted rate.

## **Pharmacy services**

### **CPAMS**

- Expression of interest template
- Guide to setting up CPAMS

### **Gout services**

- Gout point-of-care testing calculator
- Gout point-of-care testing guidance

### **Pain management**

- Pain assessment cheat sheet
- EOI - Habit Health pain management service

### **Vaccinations:**

- Equipment checklist
- Guide to setting up a vaccination service
- SOP 1 - Receiving and storing vaccines
- SOP 2 - Administration of vaccines in adults, adolescents and children 3 years and above
- SOP 3 - Offsite vaccinations
- SOP 4 - Needle-stick injury or contamination by blood or vaccine
- SOP 5 - Managing anaphylaxis or a faint

- SOP 6 - Managing and reporting an adverse reaction to a vaccination
- SOP 7 - Disposal of needles, syringes and clinical waste
- SOP 8 - Chilly bin validation

## Posters, signs and marketing resources

### A2 posters:

- Flu vaccine
- Flu vaccine for funded patients
- Focus on Feet
- Focus on Joints
- Focus on Skin
- Focus on your Eyes
- Focus on your Heart
- Gout
- Having trouble sleeping
- My community pharmacist speech bubble poster
- Smoking cessation service
- Struggling with pain
- Vaccinations available here
- Why do community pharmacists always ask the same questions?
- Why do I have to wait for my prescription from my community pharmacist?
- Why is my community pharmacist the health professional I see most often?

### A4 signs:

- Blood pressure monitoring show card
- Complaints show card
- Co-payment removal poster
- Discount cards show card

- Emergency supply of prescription medicine show card
- Medicine classification show card
- Pain relief show card
- Pharmacy charges template
- Preventing drug abuse poster
- Refund and returns policy template
- Returned medicines show card
- Returning controlled drugs dispensary sign
- Returning unwanted medicines show card
- Right to search bags show card
- Services show card template
- Stop, look, think, check dispensary sign
- Won't tolerate abuse show card

### Guild logo

Members can use the Guild logo on signage, promotional material and uniforms.

### Information leaflets:

- Co-payment removal information leaflet
- Prescription subsidy card pad
- Who is the health professional seen most often? tear-off pad
- Why do I have to wait for my prescription? tear-off pad
- Why do pharmacists always ask the same questions? tear-off pad

### Newsletter/website topics

Columns on a variety of health issues for members to use in their promotional material.

**Visit [www.pgnz.org.nz](http://www.pgnz.org.nz) to access member tools and resources**

## Sector advocacy

### Letters and documents

Information and resources relating to recent Guild sector advocacy activities.

### Submissions

Copies of Guild submissions on proposals and policies likely to impact community pharmacy.

## Workplace requirements

### Health and safety tools:

- Guide to the Health and Safety at Work Act
- Required forms and registers
- SOP - Hazardous spills and first aid
- SOP - Infection control
- SOP - Risk management
- Template annual plan
- Template health and safety checklist
- Template health and safety policy

### Privacy Act resources:

- Health information privacy policy
- Privacy Act guide
- Privacy breach checklist
- SOP - Privacy breach notification
- SOP - Privacy officer responsibilities

The Guild is committed to ensuring members realise their professional and financial potential in today's challenging business environment.

In addition to the wide range of resources and support listed, we provide:

### Representation

We act as members representative in ICPSA and other key funding discussions. We have the capacity, expertise and sector relationships to do this effectively on your behalf.

### Advocacy

A core component of our work involves lobbying politicians and decision-makers to improve the position of community pharmacy within the health sector and advocating for community pharmacy with health officials and other key stakeholders.

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**PHARMACY GUILD**  
OF NEW ZEALAND