



Guild member tools and benefits

AUDIT TOOLS

Audit checklists and guides

- Audit help desk
- Guide: Pharmacy Inspection Audits
- Guide: Pharmacy Quality Audits
- Guide: Sector Service Audits
- LTC self-audit check list
- Pharmacy audit checklist
- Guidelines for Pharmacy Equipment
- Guide to the Guild member app
- Guide to web feeds
- How to access and interpret the Medsafe Medicines Classification Database
- How to create a pharmacy resources folder with Google Chrome
- How to demonstrate Martindale access through Micromedex
- How to demonstrate the use of DynaMed Plus
- How to demonstrate the use of the New Zealand Formulary (NZF)
- How to demonstrate the use of the Pregnancy and Breastfeeding Medicines Guide
- Risk-Based Pharmacy Quality Audit framework

Quality improvement tools

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

Reference resources

- Code of Health and Disability Services Consumers' Rights 1996
- Health Information Privacy Code 1994
- Links to legislation
- NZ Practice Guidelines for Opioid Substitution Treatment 2014
- Pharmacy Council Code of Ethics 2018
- Requirements for the Custody of Controlled Drugs Steel Safes

Guild member app

This app will give you up to date and ready access to all legislation required for audit and automatic notifications for keeping up to date with amendments to the legislation.

Free access to the Health and disability services pharmacy services Standard

Guild membership includes free access to an online version on the Health and disability services pharmacy services Standard

Free access to Micromedex

Guild membership includes electronic access to Micromedex (Martindale, Drug Reax and the Alternative Medicines database). This fulfils audit requirements.

Free access to Pregnancy & Breastfeeding Medicines Guide

Guild membership includes free access to this online guide. This fulfils audit requirements under the Drugs in Pregnancy and Breastfeeding category.

Standard Operating Procedures

- Blood pressure monitoring SOP and appendices
- GuildLink
- Sildenafil training and sale requirements

BUSINESS TOOLS

Financial tools

- Cost of insurance and why it's important to look at what your policy covers
- Debt collection letters
- Due diligence – what is it and how is it carried out
- Guild's business support service – personalised advice from our business advisor
- How financial performance covenants work
- New financial reporting requirements
- The GST ratio method for calculating provisional tax
- The key differences between cash flow and profit
- Understanding your finances
- Understanding your pharmacy's cashflow

Guides

- Business plan template
- Crime prevention
- Disputes Tribunal How To Kit
- Guide to relocating your pharmacy
- Jury service - what to do if you need to be excused
- Managing a natural disaster in your pharmacy
- Online advertising guidelines
- Opening a new pharmacy information sheet
- Strategic execution plan template
- What to do in the event of an armed hold-up, robbery, theft or assault

Health and safety tools

- Accident investigation form
- First aid register
- Guide to the Health and Safety at Work Act
- Hazard and first aid assessment register
- Hazard identification
- 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

Member advice lines

- Audit help desk
- Business support help desk
- HR Advice line
- Legal advice line
- Pharmacy Practice help desk

Retail manual

Electronic version of the Guild's Retail Manual:

- **Leadership and communication**
 - Introduction and how to guide
 - Monthly management meeting agenda
 - Retail key performance indicators

- Goal planning sheet
- Daily and weekly communications guide
- Selling on purpose – it's the right thing to do
- How to motivate store managers with personalised scoreboards
- What are you famous for?
- **Staff management**
 - Introduction and how to guide
 - Sample position description
 - Job interview form
 - Staff induction checklist
 - Staff meeting agenda
 - Staff performance review template
 - Pharmacy specialist roles
- **Premises and equipment**
 - Introduction and how to guide
 - Pharmacy store checklist
- **Merchandising and product range**
 - Introduction and how to guide
 - Pharmacy category tree
 - Core range decision flowchart
 - Product formulary example
 - Pharmacy planograms
 - Small pharmacy planograms
 - How to allocate space
 - Merchandising best practice guide
 - Sticking to the knitting
- **Inventory management**
 - Introduction and how to guide
 - 10 rules for pharmacy ordering and stock control
 - POS data entry best practice
 - Retail pricing guide
 - Inventory management best practice
 - Using GMROI to measure return on investment
- **Sales and marketing**
 - Introduction and how to guide
 - POS ticketing templates
 - Add-on sales
 - Pharmacy marketing plan
 - Customer survey template
 - How your staff can sell more
 - Key performance measurements for sales staff
 - A website for your pharmacy

STAFF/HR TOOLS

Children's Act resources

- Children's Act guide
- Abuse and neglect SOP
- Child protection policy template
- Children's worker safety check - Existing employee checklist
- Children's worker safety check - New employee checklist
- Children's worker safety checks SOP
- CV Check - information for Guild members

Employment agreements

- Casual Individual Employment Agreement
- Contractor (Locum) agreement
- Fixed Term Individual Employment Agreement
- Individual employment agreement
- Guide to using the template employment agreements

Job descriptions

- Pharmacy Manager
- Pharmacist
- Pharmacy Accuracy Checking Technician
- Pharmacy Technician
- Retail Manager
- Pharmacy Assistant
- Intern Pharmacist

Surveys, guides and templates

- Code of conduct template
- Guide for pharmacy staff
- Guide to managing medical incapacity
- Guide to trial or probation periods
- Guide to the Holidays Act
- Managing discipline and dismissal
- Mondayisation resource
- Parental leave guide
- Performance and development framework and template
- Performance management guide with letter templates
- Recruitment guide
- Remuneration Survey
- Rest and meal breaks update – Essential Services
- Summary of changes to employer-assisted temporary work visas
- Template bullying and harassment policy
- Template IT policy
- Union FAQs

PROFESSIONAL SERVICE TOOLS

ARRC and CRC

- ARRC contract template
- CRC Operational Guideline
- CRC contract template
- CRC facilities list
- CRC fact sheet

Community Pharmacy Anti-Coagulation Management Services (CPAMS)

- Information for general practice on the CPAMS
- Red warfarin booklets
- Setting up CPAMS
- CPAMS Spreadsheet
- Standard operating procedure for CPAMS
- Template for the CPAMS EOI

Guides

- Accessing external patient data
- Consumer level medicine recall guide
- Flowchart of eligibility to funded prescriptions for visitors from Australia and UK
- Eligibility guide for publicly funded health care
- GP guidance for pack changes

- Guidelines for hospital discharge planning
- Guide on prescription fraud, drug seekers and privacy issues
- Guide to managing veterinary prescriptions
- Guide for pharmacists on managing veterinary prescriptions.
- Managing infection control during an influenza pandemic
- NZ guidelines for rheumatic fever and strep throat management
- Practitioner's supply orders
- Smoking cessation guide for pharmacists
- Using PSOs and standing orders in the Rheumatic Fever Programme

Resources

- ACC preformatted invoice template
- ECP consultation record
- Medela breast pump hire information
- Pharmacist-only medicines
- Pharmacy-only medicines
- Requirements for Electronic Controlled Drugs Recording Systems
- Section 29 medicine letter template to GPs
- Summary of approvals required to prescribe cannabis based products
- Zinc test training and POS information

VACCINATIONS

Consent forms

- Influenza vaccination checklist and consent form
- Meningococcal vaccination checklist and consent form
- Shingles vaccination checklist and consent form
- Tdap vaccination checklist and consent form

Getting started

- 2019 seasonal influenza vaccine order form
- Flu vaccine poster
- Flu vaccine poster for funded patients
- Vaccinations available here poster
- Vaccination breakeven calculator
- Vaccinations – guide to getting started

Patient information sheets

- 2019 flu brochure
- Information for adults after the Tdap vaccination
- Information for adults after the meningococcal vaccination
- Information for adults after the shingles vaccination
- Post flu information brochure for adults
- Post flu information brochure for children

Vaccination standard operating procedures

- SOP 1 - Receiving and storing vaccines
- SOP 2 - Administration of vaccines in adults and adolescents
- SOP 3 - Off-site 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
- Vaccination equipment list

INTEGRATED COMMUNITY PHARMACY SERVICES AGREEMENT

Contracts and variations

- ICPSA voluntary variation summary for members
- Comparison of ICPSA and Variation 1A clauses
- Copy of Generic letter of offer and Variation 1A
- Copy of the ICPSA contract (generic)

Funding and payments

- ICPSA payments 101
- ICPSA payment calendar
- ICPSA fees and payments
- Fact sheet: Additional professional advisory services payment
- Checking Eligibility for Publicly Funded Health and Disability Services

Guides and tools

- Guidance on setting up a local group
- Dispensing Frequency rules guide for members
- Permitted Pharmacy Charges Rules
- Pharmacy Procedures Manual
- Copies of recent papers submitted as part of the ICPSA national annual agreement review (NAAR) process

Long Term Conditions (LTC) service

- Delivering the LTC Service
- LTC assessment tool
- LTC general terms and glossary
- LTC registration form
- LTC request for patient transfer
- LTC requirements 101
- LTC self audit checklist
- LTC Services Protocol
- Guild LTC letter to patients
- Registering mental health patients for LTC and CDOS registrations
- Second pharmacy LTC registration process
- Standard operating procedures for the LTC service
- Template for funding WINZ medico patients
- Translations of LTC Service patient information

MARKETING MATERIAL

Focus campaigns

Includes Focus on Feet, Gout, Joints, and your Heart.

Pharmacy columns

Columns on a variety of health issues for members to use in their local community newspapers.

PharmacyPlace

A free listing on the Guild's online marketplace website – PharmacyPlace.

The marketplace is a searchable directory of Guild member pharmacies. It attracts new customers for you by containing all the information customers are searching for online. This profile also allows you to promote three products.

Pharmacy show cards

- Blood pressure monitoring show card
- Co-payment & professional services show card
- Health information privacy policy
- Medicine classification show card
- Pain relief show card
- Pharmacy charges template and explanation
- Preventing drug abuse
- Refund and returns policy template
- Right to search bags show card
- Services show card
- Show card: Discount cards
- Show card: Returned medicines
- Show card: Returning controlled drugs
- Show card: Returning unwanted medicines to your community pharmacy
- Show card: Stop, look, think, check
- Won't tolerate abuse show card

Posters

- Flu vaccine posters and vaccinations available here poster
- Focus on posters
- Gout poster
- Having trouble sleeping poster
- My community pharmacist speech bubble poster
- Project Connect posters
- Smoking cessation service promotional poster

Tear-off pads

Four tear-off pads designed to be included in prescription bags. Each pad focuses on a different aspect of community pharmacy.

MEMBER DISCOUNTS

- Discounted banking, credit card home loans and life insurance with ANZ
- Discounted electricity and gas with Switch Utilities
- Discounted first aid training with New Zealand Red Cross
- Discounted fuel for Guild members
- Discounted legal advice with McCrimmon Law
- Discounted pharmacy Xero plan with Markhams
- Discounted phone and internet with Vocus Communications
- Discounted rates with HealthLink's SecurIT package
- Discounted rates with Heritage Hotels
- Discounted retail music licence

NEWSLETTERS

- *Guild InTouch* - weekly e-newsletter
- *Contact* - monthly magazine for pharmacists and pharmacy owners
- *T&A Topics* - bi-monthly magazine for technicians and pharmacy assistants

PATIENT RESOURCES

Guild's Pharmacy Translation Kit

Languages include Arabic, Chinese, Tongan, French, Hindi, Japanese, Korean, Maori, Samoan, Spanish, Thai.

Helping Health cards

Wallet sized cards for patients with quick facts, dos and don'ts and a progress monitoring chart:

- Chronic pain
- Depression
- Heart health
- Irritable bowel syndrome
- Type 1 diabetes
- Warfarin management
- Weight management

Newsletter templates

Newsletter templates for members to personalise.

Patient information cards

Laminated cards designed to be placed with prescriptions waiting for collection.

Patient information leaflets

- LTC patient information brochure
- Men's health checklist
- Patient medication cards
- Prescription subsidy card pad
- Co-payment information leaflet