

Affiliate Pharmacy Program

Summary

The aim and purpose of this compounding service is to increase the depth of professional services for community pharmacies and improve Patient access to quality, compounded medications. To ensure that the compounding service meets Pharmacy Board, State Health & QCPP requirements it is important to follow the guidelines below. It is critical that the Patients interest is central to all considerations and decisions made.

By participating in the program, you are confirming that your team agrees to these guidelines and Terms & Conditions. If you do not follow them, your pharmacy will be removed from the Affiliate Pharmacy Program indefinitely. If you are unsure of any of the following contact our team on 1300 731 755 or admin@customcompounding.com.au.

Conditions of the Program

1. **National Custom Compounding** is considered the 'compounding pharmacist' as well as the 'dispensing pharmacist', and is responsible for dispensing, compounding, recording of the Patient's compounded medicine. [See Pharmacy Board Compounding FAQ.](#)
2. As the **Affiliate Pharmacy**, you must follow the Pharmacy Boards guidance on indirect supply contained in the [Guidelines for dispensing of medicines](#) must also be adhered to.
3. **NCC supplies a range of stability studies and CMI's.** please visit order.customcompounding.com.au.
4. **The Patient must** give their consent (in verbal or written form) before your team assists in place the order.
5. **All** original, physical prescriptions must be sent to National Custom Compounding **immediately after** transmitting the order to **Reply Paid 86714, Merrimac QLD 4226.** Patient repeats can be returned to Pharmacy when requested by Patient.
6. The Compounding NCC dispense label **must** remain on the Patient compounded product. See [Pharmacy Board Guidelines.](#)
7. The pricing on the Compounding dispense label **is the final Patient price.**





8. The online ordering portal (order.customcompounding.com.au) is the only **guaranteed method** of transmitting orders. The system ensures product tracking, status update & history.
9. Compounded Medicine **quotes can be made online** at order.customcompounding.com.au
10. All compounded Patient orders will be placed on the pharmacy account and **payment is due 14 days after the end of month.**
11. The official **Patient tax receipt will be supplied** inside the bag with the compounded medicine. Please [email us](#) if you require another copy.
12. A '*fee for service*' may be paid to the healthcare professional that receives the NCC compounded medicine, to compensate the healthcare professional for their time cost. See [Medicines Australia Code of Conduct](#)
13. The **24-hour compounding guarantee** is only applicable for items listed in the 24-hour product list at the front of the price list. *This period excludes courier time to pharmacies, prescription validity issues, out of stock etc.* Please visit order.customcompounding.com.au for more details.

