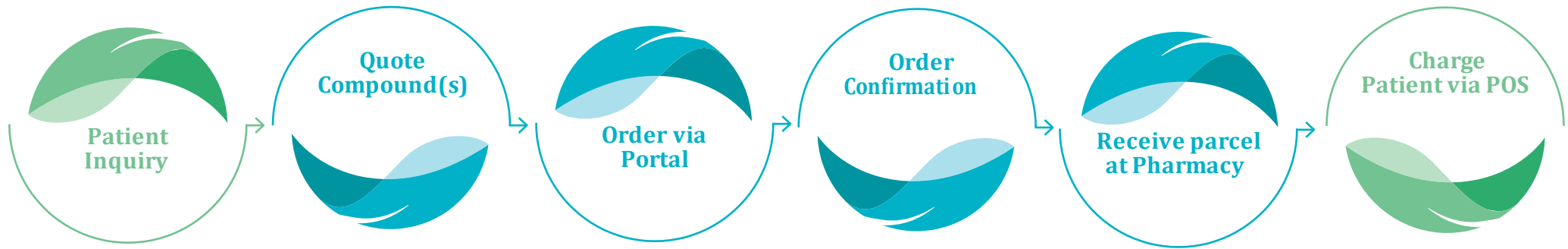



# Portal Order Flow

## Affiliate Pharmacy Team



- Identify if Prescription is to be **compounded**.
- Team member explains NCC Affiliate Pharmacy program.
  - Certified QCPP compounding pharmacy.
  - Transparent pricing.
  - Dedicated compounding team & facility.
- **Explain the role of Local Pharmacy in the process.**
- Pass NCC flyer to patient and gain consent.

- AffiliateTeam member
  - Opens web browser.
  - Log into Portal [order.customcompounding.com.au](http://order.customcompounding.com.au)
  - Click 'Product List' & search for product.
  - Also refer to PDF price list.
- *If product is not listed call 1300731755 & ask for quote.*
- **Patient then pays for compounded product(s).**

- Click '**Create a New Order**'.
- Enter Patient details
  - **Phone & Email must be Patient's.**
- Pick number of Items.
- **Scan** prescription(s) on PC & 'choose file' to attach prescription.
- Enter quoted price into 'amount' or click  to select product & price.
- Add notes & Team member name.
- Click '**Submit Order**'.
- Immediately post prescription to **Reply Paid 86714, Merrimac QLD 4226.**

- Once order is underway, Portal will **email** Patient & Affiliate Pharmacy.
- Click '**Recent orders**' to follow status of each order.
- **Email & SMS** are sent to **Patient** when order progresses through the various stages.
- When Parcel is couriered **from NCC**, tracking information is **sent** to Affiliate Pharmacy and Patient.

- When Package **arrives** at Affiliate Pharmacy
  - **Sign** for parcel.
  - **Load** Portal Order.
- **Receive order** within the Portal.
- Open '**Recent Order**' & click '**Order Received**' button.
- This will notify **Patient** via **SMS** to visit Affiliate Pharmacy and pickup item.

- When **Patient** arrives to collect product(s) follow local Pharmacy procedure for handing out medicines.
- **Ensure product has been paid before handing out.**