



PHARMACY

PORTAL GUIDE

*Online Prescription
Ordering*



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PORTAL ORDER SCREEN EXAMPLE

 National Custom Compounding [Visit NCC website](#) [About](#) [Services](#) [Support](#) matt@customcompounding.com.au

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Create a New Order

Search Patient List

Patient First Name *

Patient Last Name *

Date of Birth (dd/mm/yyyy format)

Patient Email Address *

Patient Contact Number *

Number of Compounded Items required

Price quote for Patient Medication [GET A QUOTE](#)

***Urgent items can be collected by the patient from NCC. Freight timeframes cannot be guaranteed.**

***Partner Pharmacy must specify in order notes if processing PBS prescriptions.**

***Attach a physical note to the actual prescriptions before posting to NCC. The NCC team will then return prescription repeats.**

Prescription #1 No file chosen

Additional information related to Script attachment

Troche / Liquid Flavour

Ordered by *

General Order Notes & Requests

Dosage Form *

Auto Repeat

Product will be *

To order a repeat prescription that is on file at NCC, please specify item name, strength and quantity in the above field.

Has the original Prescription(s) been posted to NCC? Replied Paid 86714, Merrimac QLD 4226

I (patient) consent to placing my order via NCC and I agree to the deliver of this compounded medicine back to my local pharmacy, where I placed the initial order

[Submit Order](#) [Submit Order & Pay Now](#) [Send Payment Link to PX](#)

1. CREATE A NEW ORDER



Step 1: If the order is for a previous customer, start typing the name in the **'Search Patient List'** field, select the customer, and the form will be auto-populated with the customer's details. Go to Step 3.



Step 2: If the customer is new, Go to Step 2.

Fill out the form with the Patient's details (not your details) including:

Patient First Name

Patient Last Name

Patient Date of Birth

Patient Email Address

Patient Contact number



Step 3: If you need to get a quote on the price of the medication, go to the **'Price Quote for Patient Medication'** field and click **'GET A QUOTE'**. A new box called **'Custom Pricing Tool'** will appear. Start typing in the name of the medication and options, including prices, will appear in the drop down menu.



Step 4: Select the number of items you're ordering from the drop down list under **'Number of Compounded Items required'**



Step 5: To attach the prescription to the order, Click **'Choose File'** and browse to where the prescription is saved on your computer. Double click the file to attach. If there is anything to note

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about the script attachment, please advise in the **'Additional information related to Script attachment'** field.

Please note there is a 10MB file size limit.

If you are ordering a repeat prescription already on file with us go to Step 11.

Is it a PBS prescription?

If your order is a PBS prescription please specify this in the **'General Order Notes and Requests'** field.



Step 6: Select a flavour for the medication (or no flavour if preferred) from the drop down list in the **'Troche/Liquid Flavour'** field.



Step 7: Type the name of the ordering pharmacist in the **'Ordered by'** field



Step 8: Select the form of medication from the drop down list under the **'Dosage Form'** field.



Step 9: If the script is auto repeat, indicate the number of days in the **'Auto Repeat'** field.



Step 10: Select how you would like the prescription to be either sent or collected from the drop down list in the **'Product will be'** field.

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Step 11: If you are ordering a repeat prescription already on file with National Custom Compounding, enter the details including the name of the item, it's strength and quantity in the **'General Order Notes and Requests'** field.

If your order is a PBS prescription please specify this in the **'General Order Notes and Requests'** field.

Do you want repeats?

Attach a physical note to the actual prescriptions before posting to NCC. The NCC team will then return prescription repeats.



Step 12: At the bottom of the order make sure the following two items have their boxes ticked:

Has the original Prescription(s) been posted to NCC? Replied Paid 86714, Merrimac QLD 4226

I (patient) consent to placing my order via NCC and I agree to the deliver of this compounded medicine back to my local pharmacy, where I placed the initial order

And ensure that the original paper prescription is posted to NCC at the supplied address. This is a legal obligation.



Step 13: Click the **'Submit Order'** button...

Is your order urgent?

We cannot guarantee freight delivery times, so if your order is urgent please arrange for the item to be picked up directly from our pharmacy or contact us for make other arrangements.

2. YOUR ORDER HISTORY

Your Order History

If you're looking for a previous order you can conduct a search in **Current Orders**, **Completed Orders** **Rejected Orders** or **'All'**. Simply select a category from the third-from-the-top menu bar:



You can search for a previous order using the OrderID, or if you don't have the Order ID, you can also search via first name, last name or phone number in the search field on the right hand side of the page.

When you've found the previous order you're looking for, click the **'OPEN'** button beside it to see further details on that order.

3. PATIENT LIST

Patient List

You can also conduct a search on your previous patients on the **Patient List** page. Search via first name, last name or phone number. Information provided includes:

- Contact number and email address
- Postal address
- Known allergies.

4. PRODUCT LIST

Product List

The [Product List](#) page contains information on all products we compound. All products are listed alphabetically, along with prices, quantities and product notes. You can also conduct a search via Product Name in the search field provided in the top right hand corner.

On the left hand side of the page are links to documents that can be downloaded for reference. These include:

- A list of items that can be compounded in 24 hours
- A flowchart of how to process orders via the portal
- Our Returns Policy
- Our Shipping Policy
- Our Terms and Conditions
- Our full product pricelist
- Veterinary product pricelist
- QCPP template.

5. MEDICINE INFORMATION

Medicine Information

Fact sheets and important information on all medicines we compound can be found on the [Medicine Information](#) page. You can also conduct a search via the Search Name field provided in the top left hand corner.