

# Portal Order Process Affiliate Pharmacy

## Pending

- Doctor prescribes compounding medicine for Patient.
- Patient visits [www.ncc.health](http://www.ncc.health) to find an Affiliate Pharmacy.
- Patient heads into an Affiliate Pharmacy to order their compounded prescription.

## Quoted

- Patient presents the compounding prescription to Affiliate Pharmacy and it is identified as medicine required to be compounded at NCC.
- Patient is quoted price(s) and time frame (typically 1-2 business days) by their local pharmacist.
- *Patient consents to local pharmacist assisting them in placing NCC order.*
- Affiliate Pharmacy assists Patient order via secure [order.customcompounding.com.au](http://order.customcompounding.com.au)
- Payment is made by Patient for NCC to begin preparation of order.
- Physical Prescription is immediately posted to **Reply Paid 86714, Merrimac QLD 4226.**

## Confirmed

- Submitted order is checked and confirmed by NCC team & pharmacists.
- Prescription is confirmed to meet necessary legal requirements.
- Patient will receive SMS & Email notifications throughout **Dispensing & Compounding** processes.
- Completed order is packaged and sent back to the Affiliate Pharmacy for Patient to collect.

## Pharmacy

- Courier service delivers compounding order to Affiliate Pharmacy.
- Affiliate Pharmacy logs onto order portal & marks order as received.
- Patient is sent an SMS & Email notification for collection.

## Patient

- Patient visits Affiliate Pharmacy to collect product.
- Local Pharmacist then provides the package to the patient.
- Order Portal will send email & SMS as follow-up courtesy to patient at **1 and 4 weeks after collecting medication.**
- Affiliate Pharmacy may then assist Patient in re-ordering the medicine when required.

