

# Pre-assessment checklist - remote



Quality Care  
Pharmacy Program

Once your pharmacy's remote QCPP assessment has been scheduled, follow these steps to ensure you are prepared for your assessment.

1

## Register online for the QCPP Customer Portal\*

- A) Go to [portal.qcpp.com](https://portal.qcpp.com)
- B) Click *Request Account*
- C) Fill in the registration form, ensuring the email address you provide is unique to you and not a shared or business email address.\*\*
- D) Press *submit*

*\*Skip this step if you already have an account*

*\*\*For instructions on how to access the portal visit: [QCPP Portal Guide](#)*

2

## Check your pharmacy's details are up to date

- A) Once logged into the QCPP Customer Portal, select the pharmacy record to update
- B) Edit any details that are incorrect
- C) Press *Update your Pharmacy Details* button to save

3

## Complete self-declaration and professional services declaration form\*

- A) Log in to the QCPP Customer Portal to complete the self-declaration form and the professional services declaration form online
- B) Complete each form and press *submit*

**IMPORTANT: Your assessment cannot be conducted if this step has not been completed**

*\*available on the QCPP Customer Portal a minimum of 7 days prior to your assessment*

4

## Review/prepare your pharmacy's evidence

- A) Prepare as you would have done if your assessment were to be conducted onsite in the pharmacy. Use the [QCPP Assessment Guide](#) and [QCPP Maintenance Checklist](#) to assist you. A range of resources are also available on the [QCPP Knowledge Hub](#).

**Please note:** remote assessments follow a streamlined process ensuring compliance to a range of high-risk areas. Below is an overview of the areas you can expect to see assessed via the remote assessment model.

4

### **(Continued) Review/prepare your pharmacy's evidence**

- Legal obligations including privacy and confidentiality
- Insurances, both business and personal
- Policies, procedures, protocols and checklists particularly relating to the supply of medicines
- Human resources processes and records
- Incident management
- Information technology
- Cold chain processes
- Training records
- Professional services records and equipment

This is not an exhaustive list and pharmacies should ensure they are compliant with all QCPP requirements prior to assessment.

5

### **Speak with your QCPP assessor**

- A)** Your assessor will phone your pharmacy approximately 7 business days prior to the assessment to outline the process for the remote assessment and answer any questions you may have.
- B)** Your assessor will arrange a time with you in the first couple of days after you receive your assessment checklist to discuss any questions or concerns you might have.

6

### **Upload your evidence**

- A)** On the day of your assessment, a checklist will become available on your QCPP Customer Portal. The checklist outlines the evidence your pharmacy must provide to receive accreditation/reaccreditation.
- B)** You can now begin to upload your evidence to the QCPP Customer Portal. Evidence can be uploaded as jpg, pdf, Excel or Word documents. You will have 7 calendar days to upload all required evidence to the portal to be assessed.

Once uploaded, your evidence will be assessed and any remedial actions will be issued to you via the portal within 14 calendar days from the assessment date. You will receive advice via email when this is available.

## **Contact us:**

**Helpline:** 1300 363 340 | **Email:** help@qcqp.com | **Website:** qcqp.com