



Remote Assessment Preparation Checklist

The Quality Care 2020 Remote Assessment Preparation Checklist can be used as a guide to help you prepare for your first assessment under the Quality Care 2020 (QC2020) program.

1. Register for the QCPP Customer Portal

Gaining access to the QCPP Customer Portal is an essential step in the assessment process. If you have not registered for an account yet, visit portal.qcpp.com to get started.

When the time comes, you will complete your remote assessment and find your post-assessment reports and Corrective Actions on the QCPP Customer Portal. It also gives you access to explore the [QC2020 Knowledge Hub](#), with a range of resources developed to help you prepare for your assessment.

Visit the [Using the QCPP Customer Portal](#) on the QCPP website for more information on how to register and navigate the QCPP Customer Portal.

2. Familiarise yourself with the QC2020 program

Learn more about the new QC2020 program, including the increased flexibility, new QC2020 Requirements and Domains of Quality through a range of resources, including:

- [QCPP website](#)
- [QC2020 Knowledge Hub](#)
- [Program Rules](#)
- [Terms and Conditions](#)
- [Introducing Quality Care Factsheet on the Knowledge Hub](#)

3. Explore the QC2020 Knowledge Hub

The [QC2020 Knowledge Hub](#) is the destination for resources, references, frequently asked questions, support videos and more, designed to help you understand the new QC2020 Requirements and prepare for your assessment.



Visit the QC2020 Knowledge Hub to explore:

- The QC2020 Requirements
- The Quality Care Community Pharmacy Standard AS85000:2017
- Fact Sheets and support videos
- Training Bites — short videos exploring QC2020 subdomains
- Frequently asked questions
- Resources and references

To learn more about what is available, watch the [video tour](#) of the QC2020 Knowledge Hub.

4. Read the QC2020 Requirements

Download your copy of the QC2020 Requirements from the QC2020 Knowledge Hub and begin to review the document. Learn more about each of the five domains by clicking on the domain icons on the QC2020 Knowledge Hub home page.



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There are a range of resources available to assist you in navigating the QC2020 Requirements and understanding their intent:

- Understanding the QC2020 Requirements: [Fact Sheet](#) or [Support Video](#)
- Checklist of New Requirements
- Training Bite videos
- Frequently asked questions

5. Prepare your Operations Manual

If your pharmacy wishes to maintain a QCPP Operations Manual, you may choose to restructure your Manual into domain, or sub-domain, sections and move relevant policies and procedures under the appropriate sections.

However, if you are satisfied with your current structure there is no need to undertake this step.



If you are restructuring your QCPP Operations Manual, the following documents may be useful:

- [QC2020 Requirements – Key Changes](#)
- [QCPP templates and procedures mapped against QC2020](#)

You will notice a large proportion of your current policies, procedures and checklists will continue to be relevant under QC2020.

6. Prepare your evidence

Complete a detailed review of each domain and sub-domain in the QC2020 Requirements and compile the appropriate evidence.

You may find you have a lot of existing evidence within your current Operations Manual meeting many of the QC2020 Requirements. If this is the case, focus on the new components of the QC2020 Requirements that are highlighted in the document.

Evidence may be stored in multiple locations, both hard copy or electronically. Consider preparing a one-page document detailing where evidence is located (i.e. employee files, online systems, folders etc.) for ease of access when it comes time for your assessment.

NOTE: *As Assessments under QC2020 occur remotely, hard copy evidence must be converted into electronic format for uploading to the QCPP Customer Portal. Evidence can be uploaded as jpg, pdf, Excel or Word files.*

Now you have access to the QCPP Customer Portal, QC2020 Knowledge Hub and have reviewed the QC2020 Requirements to prepare your evidence, you are ready for your QC2020 Assessment.

Congratulations and all the best!

Contact us:

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