2017 Guild Corporate Vaccination Program Overview

This document outlines:

• How to manage Corporate Vaccination Appointments from the Pharmacy Guild’s Booking Website Portal
• Getting Started in GuildCare NG
• Different Patient Vaccination Channels
• Recording Vaccinations in GuildCare NG
• Additional Help and Support

Last Updated 28 March 2017
Guild Corporate Vaccination Program Overview

Below is a high level overview of the employee and pharmacist journey.

**Employee makes an Appointment**

1. Employee accesses PharmacyBookings.com.au
2. Enter employee code
3. Once verified, a list of available pharmacies will appear for selection
4. Employee selects a pharmacy and an available time slot.

**Pharmacist conducts Vaccination**

5. Employee arrives for scheduled vaccination appointment
6. Pharmacist confirms the appointment in the Calendar within GuildCare NG
7. Conduct and record vaccination under 'Corporate Vaccination Program' in GuildCare NG

An appointment confirmation email will be sent to both the employee and pharmacy users.
The appointment also appears within GuildCare NG Calendar.
Getting Started

Before employees can start making online appointments at your pharmacy, you will need to setup the following in GuildCare NG:

1. **Setup ‘Users’ in your Pharmacy**
2. **Setup ‘Resources’ — Rooms and Appointment Availability**
1. Setting up ‘Users’ in your pharmacy

Each Pharmacy Administrator is required to set up each team member using GuildCare as a ‘GuildCare User.’ The Administrator has already been nominated. If this is not correct, please contact GuildCare Team on 1300 859 328

1. Go to the ‘Admin’ tab
2. Select ‘Add User’ from the left-hand side navigation panel

3. Overview
   Add in details for all pharmacy users including qualified immunisers

4. Security & Qualifications
   Set permissions for the User:
   - ‘GuildCare Administrator’ can add, modify and remove users
   - ‘GuildCare User’ can record professional services and manage appointments

5. Add Qualifications and Save. This will also appear within the Vaccination case and report

Each User will receive an email confirmation with their own access to GuildCare NG
2. Setting up rooms and availability in Calendar

By default, all pharmacies initially will have a Resource set of one room and standard trading hours of the pharmacy.

To modify the ‘Resources’ for the room and hours available each week:

1. Navigate to the ‘Calendar’ tab
2. Select ‘Edit Resources’ and follow the prompts

3. Create New or edit existing Resource
4. Add or modify Resource Name
5. Setup the times available
6. Select the services that can be conducted with the Resource

A resource can be defined as a room or person, depending on how you want to manage resource availability.
2. Setting up rooms and availability in Calendar \textit{cont.}

It is important to all setup when your pharmacy is unavailable for appointments (e.g. Public Holidays, Lunch Breaks or when the Immuniser is not available).

To setup when the ‘Resources’ are unavailable:

1. Go to the ‘Calendar’ view
2. Add or Edit Appointment

This Calendar is linked to the Pharmacy Booking Website.

The ‘Unavailable Time’ will be instantly reflected in the website so that Employees cannot make an appointment at those times.
Managing Different Patient Vaccination Channels

- Online
- Phone
- Walk-in
# Patient Vaccination Channels

<table>
<thead>
<tr>
<th>Channel</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Online</strong></td>
<td>Visits <a href="http://www.pharmacybookings.com.au">www.pharmacybookings.com.au</a> and enter employee code to make an appointment. The employee will receive: 1. An 'Appointment Confirmation' email 2. A reminder email 24 hrs before the appointment</td>
</tr>
<tr>
<td><strong>Phone</strong></td>
<td>The employee may visit the booking website to find a participating pharmacy, then call directly to make the appointment. Employees may also call to reschedule or cancel appointments.</td>
</tr>
<tr>
<td><strong>Walk-in</strong></td>
<td>The employee could walk into a participating pharmacy, and based on staff availability can be vaccinated on the spot.</td>
</tr>
</tbody>
</table>

When a new booking is made online:
1. All registered GuildCare NG users will receive a ‘New Appointment Notification’ via email
2. The scheduled appointments are visible in the GuildCare NG ‘Calendar’

‘User’ can add, modify or cancel appointments in the ‘Calendar’. Appointments can be added either from the calendar or the patient record.

‘User’ can directly create an ad-hoc case under the “Corporate Vaccination” program.

In this scenario, an appointment does not need to be created in the 'Calendar'.

Online Appointments are shaded yellow

Ad-hoc Appointments created from Phone or Walk-in are shaded blue

Unavailable Time for Appointments are shaded grey
Online – Managing Online Vaccination Bookings

When a new booking is made online:
1. All registered GuildCare NG users will receive a ‘New Appointment Notification’ via email.
2. The scheduled appointments are visible in the GuildCare NG ‘Calendar’.

When the employee walks-in:
1. Go to the ‘Calendar’ tab and click on the Appointment. This will take you to the Patient’s profile.
2. Add the ‘Corporate Vaccination’ Service by selecting the icon next to Services.
3. Conduct and record the Vaccination service.

Notes:
1. “Corporate Vaccination” Program is for corporate employees, where the company is paying for the vaccination.
2. “Vaccination” is for general vaccinations as per GuildCare.
Phone – Adding Appointments to the Calendar

**Add an appointment**
1. Go to the ‘Calendar’ in GuildCare NG
2. Click **Add Appointment**
3. Add the details with the resource, date and time
4. Click **Submit** and the Appointment will appear in the calendar

**Modify, Delete or Start an appointment**
1. Navigate to the calendar in GuildCare NG
2. Click on the Appointment
3. ‘Edit Appointment’ window will appear. You will be able to modify or delete the appointment.
4. To start the appointment, click on the patient name to view patient profile and start recording the service.
Walk-ins – Recording walk-in employees

Find or Add the Patient in GuildCare NG

1. If the patient, is an existing patient or already in your dispense system go to Main Menu > Patients then search to find your patient;

2. If the patient is not in the dispense system, you can add a patient manually go to Main Menu > Patients > Side-bar Menu > Add Patient.

Record the Vaccination

1. With the patient profile, add the Service from the icon. You can choose either:
   1. “Corporate Vaccination” Program is for corporate employees, where the company is paying for the vaccination
   2. “Vaccination” is for general vaccinations as per GuildCare

2. Conduct and record Vaccination
Recording Vaccination in GuildCare NG
Conduct and record the Vaccination as per Vaccination Program Protocols.

What is the difference between Guild ‘Corporate Vaccination’ and ‘Vaccination’ program?

In the ‘Corporate Vaccination’ program there are 4 additional fields to verify the Employee’s corporate information:

1. Department
2. Payroll
3. Division
4. Manager Email

These will be pre-populated if the employee made the appointment from the booking website.
Questions?
**Additional Help & Support**

**Resource Documents**
A number of resource documents are available from the GuildCare NG ‘Help’ section. Simply click the 📚 icon when you are within the Vaccination case to access the content.

**GuildCare Technical Support Team**
For technical issues with GuildCare NG, the support desk is open Monday to Friday from 8.30am to 6.00pm AEST.
Email: Support@guildcare.com.au
Phone: 1300 647 492

**Pharmacy Guild of Australia, Queensland**
For questions regarding participating Pharmacies and the Corporate Vaccination program.
Email: 07 3831 3788
Phone: vaccinations@qldguild.org.au