



QCPP INFORMATION

Expanded Remote – Video Component

Purpose

Due to continuous feedback on the remote assessment model from pharmacies and key stakeholders, QCPP is now introducing the video component to help pharmacies complete a wider range of visual and verbal elements of the assessment process. Our aim is to streamline the assessment process and allow further flexibility within the assessment process.

Key Points

Video Component

- All video component calls must occur within the assessment week unless extraordinary circumstances are accepted by the EY PMO and QCPP.
- Pharmacies must conduct the call within the business or the video component cannot take place.
- Device selection is important and pharmacies must choose something that is easily portable so that visual components of the assessment can be evaluated.

Rescheduling (video component)

1. The pharmacy must reschedule the video component no less than 2 business days before the scheduled time and date. If the pharmacy reschedules with less than 2 business days, they may be subject to a reschedule fee (\$150 +GST).
2. If a pharmacy seeks to reschedule, EY will offer 2 alternate video component call date and times within the assessment week. If the pharmacy does not accept these, the pharmacy will be considered a 'cancelled' assessment.
3. The pharmacy will receive an SMS reminder of their assessment 72hrs prior to their scheduled video component.

Cancellations

This section relates to the cancellation of the video component, of course pharmacies can still cancel their entire assessment.

What may cause a cancelled assessment

- A no show (including >20mins late for the video component)
- An assessment unable to be completed within the allotted time (this could be due to the pharmacy joining the call late, attending to customers etc.)
- Pharmacy does not accept an alternative time within the assessment week.

If a pharmacy is considered a 'cancelled' assessment, they must rebook their assessment with the PMO in order to restart the process.



Useful Links:

[Zoom Instructional Guides](#)

- Found at the bottom of the forms page linked.

[Communications Map](#)

- Includes all scheduled communications between Pharmacy and Assessor.

[QCPP FAQs](#)

- Updated FAQs can be found under 'Video Component'.

[Updated Program Rules](#)

- The rules which come into effect from October 2022 can be found at the top of the linked page.

[QCPP Fees](#)

- The fees and cancellation policy surrounding the video component can be found under Cancellation Policy on the linked page.
- This has also been communicated in our most recent [QIP](#) and in both our [Pharmacy Support webinar](#) and Stakeholder Update webinar, both hosted September 2022