

Quality Care Pharmacy Program

Remote Assessments - Next Steps

The table below provides a summary of the next steps in the QCPP remote assessment process.

Step 1:
Pharmacy addresses remedial actions and provides associated evidence

- ▶ Please review your interim report and the indicated remedial actions.
- ▶ You will have 90 days from your remote assessment date to provide the necessary evidence to address remedial actions identified during the remote assessment period. This evidence should be uploaded and submitted within the [QCPP Customer Portal](#).
- ▶ Where the evidence contains private information, it must be de-identified (e.g. redacted). Evidence that is not de-identified cannot be accepted or considered.
- ▶ If evidence that successfully addresses remedial actions is not received within 90 days of your assessment date, your accreditation will be impacted.
- ▶ **Remedial Review:** Should you wish to dispute any remedial action issued you can do so by submitting a Remedial Review Request form located on the [Forms & Tools](#) section of the QCPP website. Your request will be reviewed by the QCPP Interpretations and Rulings Panel within three weeks.
 - ▶ If you are not satisfied with the outcome of your Remedial Review Request you may lodge an appeal by emailing help@qcpp.com.
- ▶ **Remedial Extension:** If you require more than 90 days to complete remedial actions **due to extenuating circumstances only** you may request an extension within the [QCPP Customer Portal](#). Please note – this may impact your eligibility for certain CPA payments and contractual arrangements.

Step 2:
EY reviews remedial evidence and provides recommendation to the QCPP

- ▶ EY will review your evidence and request further information/clarification if required.
- ▶ Once evidence has been submitted that closes all remedial actions EY will:
 1. Confirm that you have no outstanding remedial actions.
 2. Advise QCPP that your pharmacy has met the QCPP assessment requirements and will be considered for QCPP accreditation.

Step 3:
QCPP confirms recommendation

- ▶ QCPP will confirm the final accreditation result with the pharmacy.
- ▶ Please contact the QCPP Helpline for further assistance if required. The QCPP Helpline can be contacted on 1300 363 340.



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