PHARMACY PROGRAMS ADMINISTRATOR PORTAL USER GUIDE – QUALITY USE OF MEDICINES

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INTRODUCTION

This Pharmacy Programs Administrator Portal User Guide provides a step by step process for the Quality Use of Medicines (QUM) Program. It describes the following processes:

- QUM - Program Registration
- QUM - Register an Aged Care Facility
- QUM - Service Claim
- QUM – Extend an existing Service Agreement

For best performance, we recommend the most recent version of the Chrome browser is used. Whilst you can successfully submit your registration and make claims using other browsers, they may not have all the features required to provide you with the best user experience.

If you require further assistance with using the Pharmacy Programs Administrator Portal, please do not hesitate to contact the Pharmacy Programs Administrator Support Centre on 1800 951 285 or email support@ppaonline.com.au.
QUM – PROGRAM REGISTRATION

This section provides an overview of how to register for the QUM program

1) Open the HOME page to display a list of approved programs for a Service Provider

2) To register for the QUM program, click the Register for New Program link. Please note only the Main Authorised Person for the Service Provider can register for a new program

3) The Program Registration screen will display a list of all programs the service provider may register for. Use the drop-down list to select Quality Use of Medicines

4) The QUM program registration information will be displayed (part of form shown below)

5) The User must read the declaration and click Submit Registration to continue.

6) The Program registration will be automatically approved.
QUM - REGISTER AN AGED CARE FACILITY

To be able to register an Aged Care Facility for the QUM Program you must first be registered for the QUM program

1) From the home screen, click on the View button against the QUM Program under the relevant service provider

2) Click on Register an Aged Care Facility to register an Aged Care Facility for the QUM Program. A list of previously submitted applications will also be displayed here.

3) The QUM Register an Aged Care Facility Application screen will display (part of form shown below). Complete all fields and upload a copy of your QUM Aged Care Facility Service Agreement.

4) Once you have completed all fields and pressed the Submit button, a confirmation message will appear. The application will be assessed by an operator for approval.
5) To view the application, click on the **Aged Care Facilities** tab. The application will be in a pending state (below). Once an operator has approved the application, the status of the application will change from **pending** to either **granted** or **rejected**. You will be notified of the outcome via email.

![Quality Use of Medicines - Test Pharmacy](image)

Please note, you can choose the **Save** button if you wish to save your uploaded information and return to the submission at a later stage to complete. You can then continue the submission by clicking the **Age Care Facilities** tab and then the **Continue Submission** button for the applicable facility.
QUM - SERVICE CLAIM

To be able to make a claim for the QUM Program the registration of an Aged Care Facility must have been approved.

1) From the **Aged Care Facilities** tab, find the applicable facility, click on **New Claim**.

![Aged Care Facilities](image)

To be able to make a claim for the QUM Program the registration of an Aged Care Facility must have been approved.

2) Complete all mandatory fields in the **Claims** tab. If any error messages appear, correct your responses. You can always press the **Save** button and return back to the application.

![Claims](image)

3) Read the declaration and then press the **Submit** button to submit the claim. An approval message will then appear.

4) To see a list of all submitted and/or saved claims for a specific Aged Care Facility, click on **Actions**, then the **Show Claims** button.
QUM – EXTEND AN EXISTING SERVICE AGREEMENT

1) To be able to extend an existing Service Agreement, the newly signed Service Agreement must have a commencement date no greater than one day after the current Service Agreement end date.

Please note, if the Service Agreement extension is not an exact continuation of the previous agreement, the Service Provider must re-register the Aged Care Facility (see page 3).

2) When you are in the Aged Care Facilities tab, find the applicable facility, click on Actions, then Extend ACF Agreement.

3) Complete the mandatory fields and ensure the Service Agreement start date and Service Agreement end date match the dates stated in the Service Agreement.

4) Ensure you attach and upload a copy of the signed Service Agreement to the application and click Submit.

5) Once you have completed all fields and pressed the Submit button, a confirmation message will appear. The application will then be assessed by an operator for approval.