

# Project STOP through GuildCare

User Guide



## How to access Project STOP

1. Access GuildCare NG by entering [www.guildcareng.com.au](http://www.guildcareng.com.au) into Google Chrome.

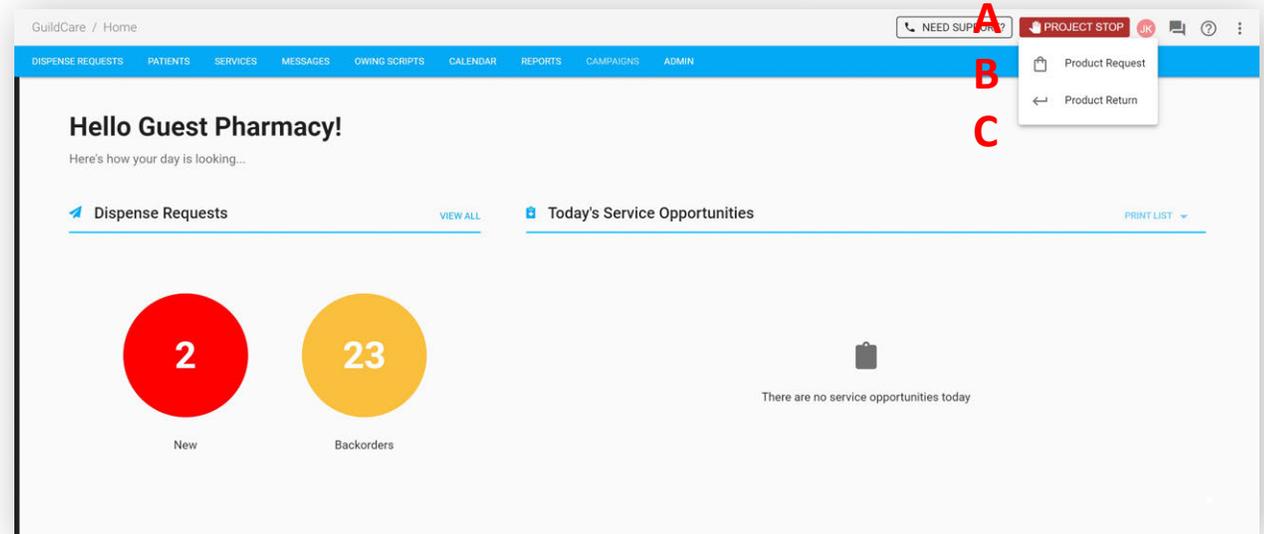
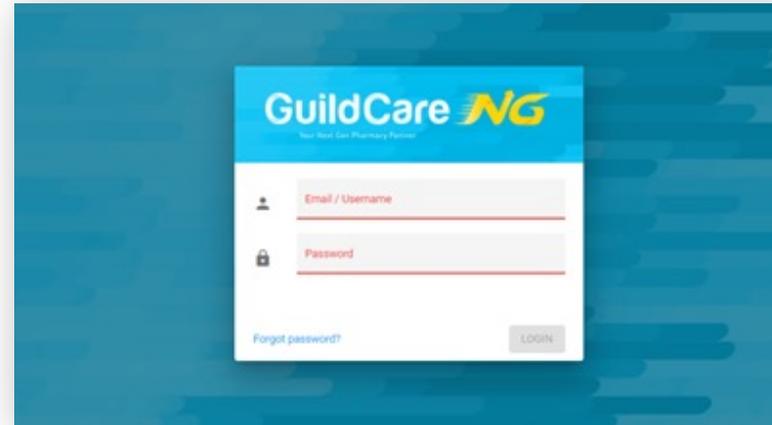
2. If you are an **existing GuildCare subscriber**, log in as per usual.

If you are **not an existing GuildCare subscriber**, enter in your Project Stop ID as the username as well as the password e.g. ps12345  
Note: These fields are case sensitive.

3. Click 'Login'.

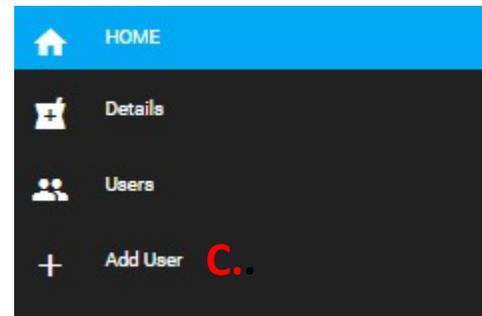
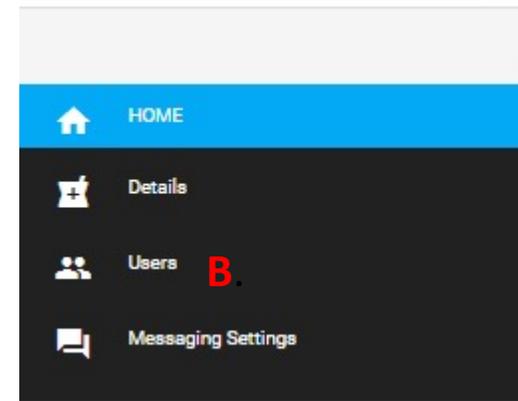
Once logged in, you will be taken to the GuildCare NG Home Page.

4. Click the Project STOP button (A).  
It will display 2 dropdown options:  
Product Request (B) and Product Return (C)



## How to add a user account

1. Within GuildCare, in the top menu click Admin (A).
2. In the left menu pane, click Users (B). This will display the list of users for the pharmacy.
3. Click Add User (C). A Create account window will appear.



## How to add a user account

4. Choose the account type  
i.e. User, User (local) or Administrator.

Once the account type is selected, the permissions of that user type is displayed. We recommend selecting User (local) for having multiple users

5. Click 'Next'.

The screenshot shows a 'Create Account' dialog box with a sidebar on the left containing three menu items: 'Account Type', 'Account Details', and 'Summary'. The 'Account Type' menu item is selected. The main area of the dialog is titled 'Select account type' and features a dropdown menu with 'User' selected. Below the dropdown, the text 'This account type can:' is followed by a list of permissions: 'Access 'Admin' tab' (marked with a red 'x'), 'Create user accounts' (marked with a red 'x'), 'Sign-in remotely' (marked with a green checkmark), 'Record Professional Services' (marked with a green checkmark), and 'Send messages' (marked with a green checkmark). At the bottom left of the dialog is a 'CANCEL' button, and at the bottom right is a 'NEXT' button highlighted with a red rectangular border.

# How to add a user account

6. Complete the account details.  
Note: First name and Last name are mandatory fields for all account types, however the email address is optional for User (local).

7. Click 'Next'.

8. The account summary will be displayed. Click 'Done' to complete the creation of the account.

### Create Account

- Account Type
- Account Details
- Summary

### Complete account details

First name * Test	Last name * User	
Email address * example@mail.com	Username	
Phone number	Mobile number	
Street address		
Suburb	State	Postcode

CANCEL BACK **NEXT**

### Create Account

- Account Type
- Account Details
- Summary

### Account Summary

An account with User permissions will be created for Test User.

Test User will be able to:

- ✗ Access 'Admin' tab
- ✗ Create user accounts
- ✓ Sign-in remotely
- ✓ Record Professional Services
- ✓ Send messages

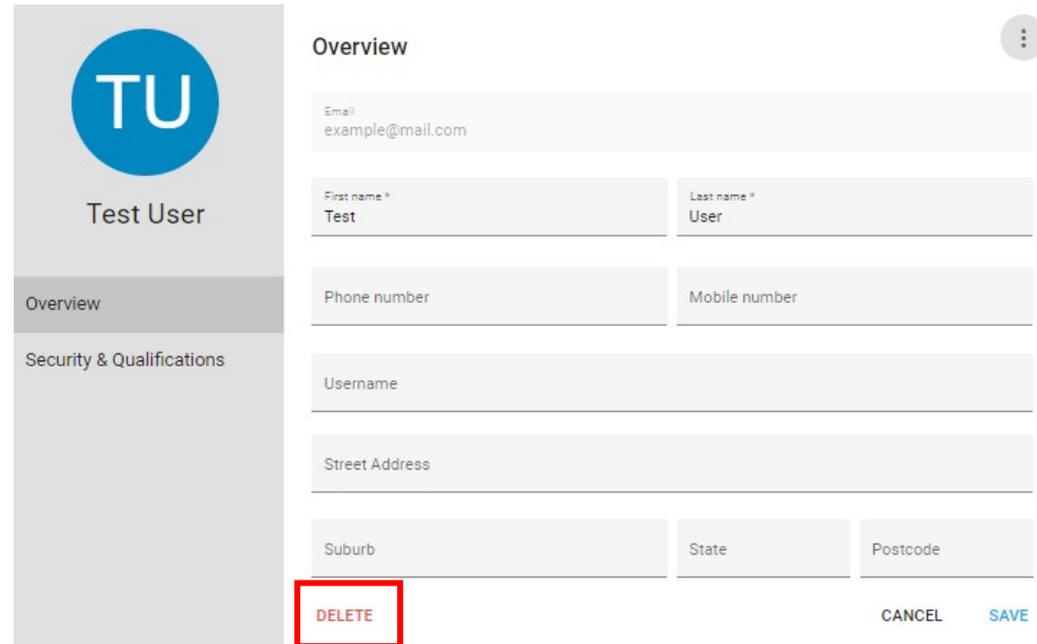
Go back and make any required changes, or press done to create the account.

An email will be sent to example@mail.com with instructions on setting a password.

CANCEL BACK **DONE**

## How to delete a user account

1. Within GuildCare, in the top menu click Admin.
2. In the left menu pane, click Users. This will display the list of users for the pharmacy.
3. From the list of users, click on the user you wish to delete.
4. Click 'Delete'.



The screenshot shows the user profile page for 'Test User'. The profile card on the left includes a blue circular avatar with 'TU' and the name 'Test User'. Below the name are two tabs: 'Overview' (selected) and 'Security & Qualifications'. The 'Overview' tab displays a form with the following fields: Email (example@mail.com), First name (Test), Last name (User), Phone number, Mobile number, Username, Street Address, Suburb, State, and Postcode. At the bottom of the form, there are three buttons: 'DELETE' (highlighted with a red box), 'CANCEL', and 'SAVE'.

## How to record a Product Request

1. Click 'Project Stop' and select 'Product Request'.

The Product Request date will be defaulted to the current date and cannot be changed.

2. Click on Service Provider (A) and select the correct service provider from the drop down menu.

3. Select the tick box (B) to confirm that consent has been obtained from the purchaser.

The screenshot displays the GuildCare Project STOP interface. At the top, the breadcrumb navigation reads "GuildCare / Project Stop / Product Request". The main navigation bar includes links for "DISPENSE REQUESTS", "PATIENTS", "SERVICES", "MESSAGES", "OWING SCRIPTS", "CALENDAR", "REPORTS", "CAMPAIGNS", and "ADMIN". The "Project STOP" header is visible, followed by a form for recording a product request. The "Request Date" field is set to "09/08/2021". The "Service Provider" field is set to "Jessamine Kwan" and is marked with a red letter "A". To the right of the form are three buttons: "DENY SALE", "SAFETY SALE", and "ALLOW SALE". Below the form is a section titled "Purchaser Consent" containing a checkbox labeled "Informed consent has been obtained from the purchaser\*" which is marked with a red letter "B". The top right corner of the interface features a "NEED SUPPORT?" button, a "PROJECT STOP" button, a user profile icon "JK", a notification icon with "23", a help icon, and a menu icon.

#### 4. Complete the Purchaser Details fields.

**Purchaser Details**

Is this person known to you?  Yes  No

ID Type *	Issue State *	ID Number *	
First Name *	Last Name *	Date Of Birth *	
Address *	Suburb *	State *	Postcode *

List Past Transactions

If Yes is selected to “Is this person known to you?”, the pharmacist does not have to complete the Purchaser’s ID details (ID type, Issue State and ID Number) and can continue to proceed with the transaction. However, the transaction history cannot be searched without the ID details entered.

Please note, the mandatory question “Is this person known to you?” only appears for pharmacies within NSW, QLD and WA.

#### Purchaser Details

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Is this person known to you?  Yes  No

▲ Transaction History cannot be looked up unless ID details are entered. Please enter ID details if you wish to search Transaction History

ID Type	Issue State	ID Number	
First Name *	Last Name *	Date Of Birth *	
Address *	Suburb *	State *	Postcode *

List Past Transactions

5. Click "List Past Transactions". This will display the purchaser's pseudoephedrine transaction history over the past 2 years. It will show the total requests, denied requests, approved requests, searched transactions and safety sale transactions.

Transaction History

17      
**Total Requests**   **8 Searched**   **1 Denied**   **6 Approved**   **2 Safety**

Date and Time	Script ID	Product	Quantity	Directions of Use	Postcode	State	Status	Comments/Notes
30/08/2021 03:46 pm	legit putting through	CODRAL 4 FLU TABS 24	1	codral		NSW	Approved	putting htrouhg "n"
30/08/2021 12:55 pm			1			ACT	Searched	
30/08/2021 12:55 pm			1			SA	Searched	
30/08/2021 12:54 pm			1			NT	Searched	
30/08/2021 12:52 pm			1			WA	Searched	
30/08/2021 12:50 pm			1			VIC	Searched	
30/08/2021 12:47 pm			1			QLD	Searched	

6. Complete the Current Request details. Script ID is only needed if the patient has a prescription for the item. \*Note: The 'Directions Of Use' field is mandatory for pharmacies in South Australia.

Current Request

Script ID

Scan/Select Product

Quantity \*  
1

Directions Of Use

Notes/Comments

\*Note: this additional section will only be applicable for pharmacies in Western Australia. You will be asked if the purchaser is the intended patient. If "Yes" is selected, continue onto step 7. If "No" is selected, you will be required to complete the details of the patient as shown below.

Is the purchaser the intended patient?

Yes

No

First Name \*

Last Name \*

Address \*

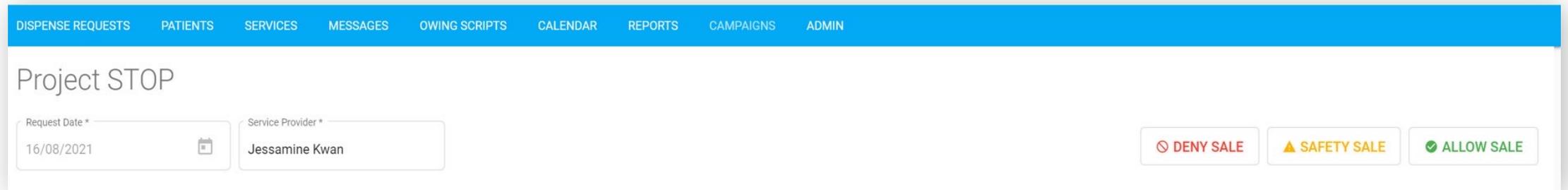
Suburb \*

State \*

Postcode \*

7. Once all the mandatory fields are complete, you will be able to select 'Deny Sale' (A), 'Safety Sale' (B) or 'Allow Sale' (C).

- Clicking 'Deny Sale' will mark the product request as denied.
- The pharmacist can click 'Safety Sale' when there are concerns about the request but do not want to confront the customer. This will put through the sale but mark it as a 'Safety sale' for future reference.
- Clicking 'Allow Sale' will complete the product request.



DISPENSE REQUESTS PATIENTS SERVICES MESSAGES OWING SCRIPTS CALENDAR REPORTS CAMPAIGNS ADMIN

### Project STOP

Request Date \* 16/08/2021

Service Provider \* Jessamine Kwan

**DENY SALE** **SAFETY SALE** **ALLOW SALE**

A

B

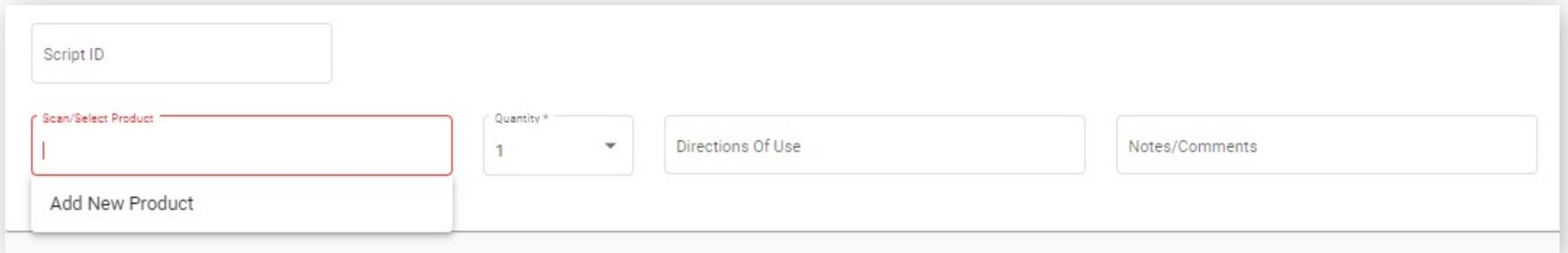
C

## How to add a new product

When processing a product request and you are unable to find the product requested, you will need to add the new product.

1. Click in the 'Scan/Select Product' field and click 'Add New Product'.

Please note that this added new product is only for this sale and will not be saved for future transactions.



The screenshot shows a form with the following fields and controls:

- Script ID
- Scan/Select Product (highlighted with a red border)
- Quantity\* (dropdown menu showing 1)
- Directions Of Use
- Notes/Comments
- Add New Product (button)

2. Complete all the fields under 'Add Medicine' and click 'Submit'.
3. Continue with processing the request.

### Add Medicine

Brand Name *	Active Ingredient
Drug Form *	Strength *
Dose *	

CANCEL SUBMIT

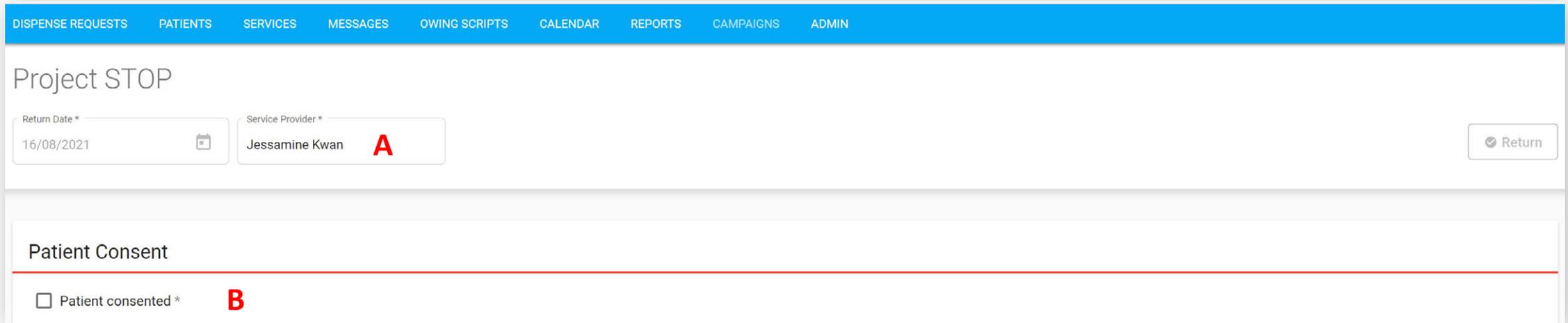
## How to record a Product Return

1. Click 'Project Stop' and select 'Product Return'.

The Return date will be defaulted to the current date and cannot be changed.

2. Click on Service Provider (**A**) to select an existing user.

3. Click the tick box (**B**) to confirm that consent from the patient has been obtained.



The screenshot shows a web interface for recording a product return. At the top is a blue navigation bar with the following menu items: DISPENSE REQUESTS, PATIENTS, SERVICES, MESSAGES, OWING SCRIPTS, CALENDAR, REPORTS, CAMPAIGNS, and ADMIN. Below the navigation bar is a white header area with the text "Project STOP".

The main form area contains two input fields and a button:

- Return Date \***: A date input field containing "16/08/2021" with a calendar icon to its right.
- Service Provider \***: A dropdown menu showing "Jessamine Kwan" with a red letter **A** next to it.
- Return**: A button with a checkmark icon and the text "Return".

Below these fields is a section titled "Patient Consent" with a red horizontal line underneath. In this section, there is a checkbox labeled "Patient consented \*" with a red letter **B** next to it. The checkbox is currently unchecked.

4. Complete the fields for ID details under Product Return.

Product Return

ID Type \*  Issue State  ID Number \*

List Past Transactions

5. Click 'List Past Transactions'. This will present the patient's pseudoephedrine transaction history for products purchased at your pharmacy.

6. Select the tickbox of the product that the patient wishes to return.

List Past Transactions

Select	Date and Time	Script ID	Product	Quantity	Directions of Use	Status	Notes/Comments	Reason for Return
<input type="checkbox"/>	16/08/2021		Duro-Tuss Dry Cough Liquid plus Nasal Decongestant oral liquid, 30 mL	1	1 tds	Approved		Reason for Return
<input type="checkbox"/>	02/08/2021		Sudafed Sinus and Nasal Decongestant 60 mg tablet, 30	1	1 d	Approved		Reason for Return

1 - 2 of 2 < >

7. Enter in the reason for product return (A)

8. Click on "Return" (B). This transaction has now been finalised and the product has been returned.

Project STOP

Return Date \* 16/08/2021 Service Provider \* Jessamine Kwan Return B

Patient consented

### Product Return

ID Type \* Australian Drivers License Issue State \* NSW ID Number \* 123

List Past Transactions

Select	Date and Time	Script ID	Product	Quantity	Directions of Use	Status	Notes/Comments	Reason for Return
<input checked="" type="checkbox"/>	16/08/2021		Duro-Tuss Dry Cough Liquid plus Nasal Decongestant oral liquid, 30 mL	1	1 tds	Approved		Reason for Return A
<input type="checkbox"/>	02/08/2021		Sudafed Sinus and Nasal Decongestant 60 mg tablet, 30	1	1 d	Approved		Reason for Return

1 - 2 of 2 < >

## State Based Legislation

**QLD:** *Health (Drugs & Poisons) Regulation 1996*  
<https://www.legislation.qld.gov.au/view/pdf/inforce/2017-10-01/sl-1996-0414>

**VIC:** *Drugs, Poisons and Controlled Substances Regulation 2017*  
<https://www.vic.gov.au/sites/default/files/2019-11/Drugs-Poisons-and-Controlled-Substances-Regulations-2017-Draft-Regulation.pdf>

**NSW:** *Poisons and Therapeutic Goods Regulation 2008*  
<https://legislation.nsw.gov.au/view/whole/html/inforce/current/sl-2008-0392>

**ACT:** *Medicines, Poisons and Therapeutic Goods Regulation 2008*  
*and Medicines, Poisons and Therapeutic Goods Act 2008*  
<https://www.legislation.act.gov.au/sl/2008-42/>

**SA:** *Controlled Substances Poisons Regulation 2011* and *Controlled Substances Act 1984*  
[https://www.legislation.sa.gov.au/LZ/C/R/CONTROLLED%20SUBSTANCES%20\(POISONS\)%20REGULATIONS%202011/CURRENT/2011.140.AUTH.PDF](https://www.legislation.sa.gov.au/LZ/C/R/CONTROLLED%20SUBSTANCES%20(POISONS)%20REGULATIONS%202011/CURRENT/2011.140.AUTH.PDF)

<https://www.legislation.sa.gov.au/LZ/C/A/CONTROLLED%20SUBSTANCES%20ACT%201984/CURRENT/1984.52.AUTH.PDF>

**NT:** *Medicines, Poisons and Therapeutic Goods Regulations 2017*  
<https://legislation.nt.gov.au/en/Legislation/MEDICINES-POISONS-AND-THERAPEUTIC-GOODS-REGULATIONS-2014>

**WA:** *Medicines and Poisons Regulations 2016*  
[https://www.legislation.wa.gov.au/legislation/prod/filestore.nsf/FileURL/mrdoc\\_42444.pdf/\\$FILE/Medicines%20and%20Poisons%20Regulations%202016%20-%20%5B00-g0-00%5D.pdf?OpenElement](https://www.legislation.wa.gov.au/legislation/prod/filestore.nsf/FileURL/mrdoc_42444.pdf/$FILE/Medicines%20and%20Poisons%20Regulations%202016%20-%20%5B00-g0-00%5D.pdf?OpenElement)

**TAS:** Please refer to the Department of Health Tasmania  
<https://www.legislation.tas.gov.au/view/whole/html/inforce/current/act-2001-094>