

Health Advice Plus program inclusions (inclusions and allocation of support hours are indicative only and will be customised to meet individual requirements of each pharmacy at the discretion of the Health Advice Coach).

Program inclusion	Gold (twelve month program)	Silver (twelve month program)	Bronze (six month program)
Health Advice Plus Program Guide and Workbook	✓	✓	✓
In-store collateral including but not limited to: <ul style="list-style-type: none"> i. Health Advice Plus appointment cards ii. Health Advice Plus A4 counter stands iii. Health Advice Plus A3 counter mats iv. Health Advice Plus A2 posters v. Health Advice Plus staff badges/lanyards vi. Health Advice Plus templates for local area marketing 	✓	✓	✓
Access to online training:	<ul style="list-style-type: none"> i. Health Advice Plus Introduction and Change Management ii. Health Advice Plus OA Tool iii. Health Advice Plus People iv. Health Advice Plus Location and Setup v. Health Advice Plus Understanding Opportunity vi. Health Advice Plus Setting Goals and Targets i. Health Advice Plus Maintenance tracking and reviewing 	<ul style="list-style-type: none"> i. Health Advice Plus Introduction and Change Management ii. Health Advice Plus OA Tool iii. Health Advice Plus People iv. Health Advice Plus Location and Setup v. Health Advice Plus Understanding Opportunity vi. Health Advice Plus Setting Goals and Targets vii. Health Advice Plus Maintenance tracking and reviewing 	<ul style="list-style-type: none"> i. Health Advice Plus Introduction and Change Management ii. Health Advice Plus Setting Goals and Targets – Bronze
Goal Tracking LIVE	✓	✓	✓

Program inclusion

Support is provided via phone, webinar or email. Helpdesk support is also provided via phone (inbound only). *Face to face in-store consultant support is available as an additional service – POA*

Gold – up to 20 hours of support

Week 1

Initial contact via phone to discuss: program establishment and guidance; establishment of key contact/driver; overview of material including OA tool, point of sale collateral and online training; clinic set-up assistance. Schedule one hour planning session (within seven days).

Week 2

One hour planning session via phone to discuss: OA tool review; administration of OA goal setting/tracking; pharmacy workflow; key staff; training overview on OA weekly tracking; development of one month plan. Also discuss: whether collateral received; progress to date; next steps.

Weeks 3-11

Weekly contact via phone to discuss: review of week progress of OA tracking; barriers and wins; review clinic set-up; increase and/or modify goals; next steps.

Months 4, 5, 6, 9 and 12

Follow up contact via phone (with ongoing email support over the duration of the twelve month program).

Silver – up to 16 hours of support

Week 1

Initial contact via phone to discuss: program establishment and guidance; establishment of key contact/driver; overview of material including OA tool, point of sale collateral and online training. Schedule one hour planning session (within seven days).

Week 2

One hour planning session via phone to discuss: OA tool review; administration of OA goal setting/tracking; pharmacy workflow; key staff; training overview on OA weekly tracking. Also discuss: whether collateral received; progress to date; next steps.

Week 3

Contact via phone to discuss: review of week one of OA tracking; barriers and wins; next steps.

Months 1, 3 and 6

Follow up contact via phone (with ongoing email support over the duration of the twelve month program).

Bronze – up to 6 hours of support

Week 1

Initial contact via phone to discuss: program establishment and guidance; establishment of key contact/driver; overview of material including OA tool, point of sale collateral and online training.

Week 2

Contact via phone to discuss: collateral received; progress to date; next steps as do-it-yourself program.

Week 4

Follow up contact via phone

Month 2

Follow up contact via phone

Months 2 to 6

Ongoing support via email

Program inclusion	Gold	Silver	Bronze
Health Advice Plus Health Modules			
Number of credits included <i>(Additional modules can be purchased for \$544.50 GST Inc.)</i>	3	1	nil
Module topics available: <ul style="list-style-type: none"> i. Health Check Standard ii. Health Check Advanced iii. Heart Health iv. Lung Health Standard (Asthma program) v. Lung Health Advanced (COPD) vi. Prescription Management vii. Diabetes Standard (under development) viii. Diabetes Advanced (under development) ix. Leave of Absence Certificates (under development) x. TBA 	Module inclusions: <ul style="list-style-type: none"> i. Staff training webinar and/or online training ii. staff training notes (including clinic process guide) iii. QCPP-aligned templates iv. point of sale collateral: <ul style="list-style-type: none"> • consumer posters • counter mat • counter stand • staff badges/lanyards • customer information flyers • local area marketing templates and process guides 		