

CONGRATULATIONS!

HealthQuest 3.0 is designed to help you and your team manage and market multiple health services including: Travel Services, General Vaccinations & Health Clinics. From the use of remote consultations & medical directives to cloud based patient management services, HQ3 offers immense opportunity for growth. With guided setup & unlimited tech support getting started is easy and designed for success.

INTRO TO GENERAL AND TRAVEL VACCINATIONS IN PHARMACY

Everyone wants new vaccination services in our pharmacies to open smoothly, grow quickly, and provide exceptional value to you and your patients. In some provinces a doctor is still required to support vaccination services in pharmacy.

HQ3 provides the platform for you to utilize medical directives, offer travel medicine via remote consultation (video conference), send opinion requests and refer patients to a specialist when needed. Like most new services, a successful start requires planning and effort both by your suppliers (that would be us), by yourself and by your pharmacy team.

Many pharmacists are already properly licensed, qualified to inject and further trained in CPR and the management of anaphylaxis. Providing vaccination services also involves vaccine specific knowledge, discussing the risks accurately with the patient, reviewing the patient's medical history, and assessing risk at the time of the appointment. It is important to understand that the quality of your vaccination services is dependent on the knowledge you can provide to your patients.

With Travel Vaccination services, additional responsibilities include understanding the role travel medicine can offer with respect to vaccine preventable diseases, other travel precautions and applying this knowledge to your patient's health, traveler's itinerary and planned activities. HQ3 includes access to the Center for Disease Control (CDC) to provide up to date information about active disease states for your patient's itinerary. While HQ3 provides significant capabilities to support these responsibilities, it remains the fundamental responsibility of the health care professional (HCP) to assess the patient, and if necessary defer the appointment, or refer the patient to their doctor if there are any unresolved concerns.

CONDUCTING A GENERAL OR TRAVEL VACCINATION APPOINTMENT

At the core of offering vaccination services is the authority to prescribe or otherwise be enabled to dispense vaccines. We can help in most jurisdictions. Our commitment is to work with you to enable vaccination services, directly or by using chart reviews and if necessary remote consultations with doctors.

In the case of travel medicine, most pharmacists start by utilizing remote consultations by one of our travel medicine specialists. The consultations will take place with the patient in your consultation room via video conference. At the end of the consultation, the specialist will generate the prescription. You then take over by generating the consent form, obtaining the patients signature and dispensing the drugs as prescribed. It is your responsibility to insure the patient has filled out their questionnaire prior to the appointment start time to save time during the appointment.

If you wish to perform the travel consultations yourself, you will be required to provide proof of both educational and practical competency and at the Medical Directors sole discretion they can extend their medical directives to include travel consultations.

GETTING STARTED

Step 1: Setup & Training

You will be provided with a link to our setup wizard where you will be asked to provide a few details to assist in your account setup. Once you fill out the required information, we will complete your setup and contact you within 2 business days to arrange training.

All training is provided online using GoTo Meeting, and it takes approximately 1 hour total time per session. To get the most out of HQ3 we encourage you to train your entire staff. Training sessions can be split into HCP / Admin sessions if needed. 2 sessions are included in your license.

Step 2: Practice & Customize

Regardless of your scope of services we encourage you to practice. Make a test patient and run through the appointment process from both the public side as well as from your internal side. If you are offering remote consultations please ask us for a practice run through. (You will need the ability to video conference, ie: webcam, speakers, mic / ipad or other similar device.)

There are lots of options and preferences such as: Appointment Preferences / Service Line Preferences / Public Booking Hours / Questionnaires / Report / Drug Database / Email Notifications & more. Training will help you better understand what each of these are for and how they work, so feel welcome to experiment. This should spark questions and your license allows for unlimited technical support. We are here to help!

Additional Support: Feel free to browse our knowledge base to learn more about our features. You can access this from within HQ3 after logging in and clicking on the support menu item found on the right side of the menu bar. If you don't find what you are looking for please submit a question!

Step 3: Medical Advisor Setup

If you require support via medical directives or remote consultations your support rep can introduce you to one of our specialists. We can also work with another doctor of your choice. Your individual circumstances will be discussed during training or upon request.

Medical Directive Authorization: If you are using medical directives, each HCP will need to be individually authorized within HQ3 to use each medical directive provided by our Medical Director. We will provide specific instructions during training or upon request.

Remote Consultation Setup: If you are connected to a specialist who is offering remote consultations you will have the option to select this in the service line setup. If you have a specialist selected, all appointments for this service line will be booked as a remote consultation with this specialist.

Step 4: Going Live

We suggest making initial appointments with family, friends or close customers to run through the appointment process. This will give you the confidence to handle the "general public". Once you are comfortable, you can setup your full scope of public booking hours and marketing of services using online, in-store and other media to maximize the introduction to the community.

MARKETING AND LAUNCHING SERVICES

Refer to document: 'HealthQuest 3.0 - Marketing Suggestions'

Advertising your new services is an important part of developing your business. From in-store and online advertising to community outreach and other media, we are here to help. HQ3 provides an online order system stocked with creative templates for posters, bag stuffers, counter cards, web ads and more. Our creative team will work with you to develop a personalized marketing strategy.

If you are offering travel insure you have been added to our directory. You receive a top priority listing on the largest travel clinic directory in Canada which links directly to your public booking site!

