

Dispense@Guardian

Guardian Dispensary Solutions,
making it easier.



Brian Tomlin
General Manager Retail
(Amcal and Guardian)

It's with great pleasure that I launch the first Dispense@Guardian Service Catalogue exclusive for Guardian Pharmacies. This catalogue provides a comprehensive suite of evidence-based solutions demonstrating innovation and evolution to overcome current pharmacy challenges. Guardian recognises that the dispensary is the engine room of our businesses. We are committed to delivering every day on our brand promise of expert advice and superior service through our pharmacist-led, advice-driven pharmacy model. At Guardian we continue to invest heavily in industry-leading health services and programs to create healthy communities and successful pharmacies.



Marc Clavin
Chairman of AGNC
(Amcal and Guardian
National Council)

I am delighted to be able to endorse, on behalf of the Amcal Guardian National Council, the inaugural Dispense@Guardian Services Catalogue. Guardian's investment in an expanding team of dedicated and passionate pharmacists is providing us, as members, a compelling brand offer which differentiates us from the competition. As a member-led brand, with a structured clinical governance framework, we must continue to strive for excellence with industry-leading patient health services and dispensary performance programs. This will ensure we deliver on exceptional patient experiences and health outcomes while keeping an eye on continued business success initiatives.

Are you looking for proven ways to support your patients and build a better business?

At Guardian we are supporting our pharmacists and pharmacies by investing in leading health services and dispensary performance programs through our Dispense@Guardian Services Catalogue. These programs are developed by pharmacists for pharmacists.

Improve

"Improve your patients health outcomes"



Inspire

"Inspire your pharmacists"



Increase

"Increase performance and productivity"



Brand Promise

Every single Guardian pharmacy exists to serve and support the health of its local community. With familiar faces delivering ongoing personalised advice you can trust, Guardian's pharmacists put people at the heart of one-to-one care.



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Guardian Dispensary Solutions, making it easier

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Improve Patient Outcomes

Supporting pharmacists for over 30 years, Guardian understands the importance of helping you provide high-quality health outcomes for your patients. As Australia's most accessible healthcare professionals you and your pharmacy team play a major role in the health and wellbeing of your community.

Through our suite of services, we support you to provide your customers with the health solutions they require throughout their lifetime. From a new family with a health concern, to managing medications for your local nursing home, Guardian has a solution for your pharmacy.

Working in conjunction with other key health partners, partners and a structured clinical governance framework, Guardian provides the training and resources to support you toward **building healthier communities.**

Each year
230,000
people are admitted to
hospital as a result of
side effects of
their medicines.*

"From a customer perspective the benefits of greater pharmacist engagement include a more rounded health solution. Talking to them on a deeper level helps build trust with patients and supports them to achieve better health outcomes. This is good for patients and great for business success."

Glenn Bennett-Hullin, Pharmacist
Vines Road Guardian Pharmacy, Geelong, VIC



Patient Support Programs

We understand that supporting your patients through their journey to better health is one of the most rewarding aspects of being a pharmacist. That's why Guardian have created a range of programs to help you improve the health of your community.

Sleep Apnoea Screening - Providing a complete in-pharmacy solution

Since sleep apnoea affects many of our most regular pharmacy customers, a successful sleep apnoea service can improve the health of your community and provide impressive financial outcomes for your pharmacy. That's why Guardian are a preferred pharmacy partner for Australian Pharmacy Sleep Services (APSS). Supported by global partner Philips, APSS provide an industry-leading end-to-end in-pharmacy sleep apnoea solution. Supporting your pharmacy customers with the complete range of sleep apnoea brands and specialised pharmacy support.



Exclusive offers available to all Guardian pharmacies.

Tackling Diabetes - Australia's fastest growing chronic condition - with evidence-based, in-pharmacy support

Diabetes currently affects 1.7 million Australians, with 280 Australians being diagnosed each day. That's why, as the healthcare destinations within your community, it's important you have the right programs to help reduce the impact of diabetes. With the support of Siemens Healthineers, Sigma Healthcare has developed a market-leading in-pharmacy HbA1c program, allowing you to support your community with comprehensive risk assessment and disease state management programs.



Exclusive offers available to all Guardian pharmacies.

Weight Management Program - Targeted in-pharmacy and professional support

With obesity being linked to so many chronic conditions, it is important your pharmacy is providing your patients with appropriate weight management solutions. Guardian's exclusive weight management program, Be Good To Yourself (BGTY) is supported with training for you and your pharmacy team from our Accredited Practising Dietitian. Combined with the new BGTY Pharmacy Accreditation, this proven program assists your team to provide one-on-one consultations to your patients, helping them not only achieve their weight management goals, but improve their overall health and wellbeing.



Investment: No Fee

*Source: Australian Commission on Safety and Quality in Healthcare, 2013. Literature Review: Medication Safety in Australia. ACSQHC, Sydney

Professional Services Delivery Platforms

Providing the correct support for your professional services is important. Guardian's partnerships with CarePro and MedAdvisor ensure the right support is there for you and your patients to improve health outcomes, drive services revenue and increase loyalty.

MedAdvisor

MedAdvisor uses smart technology to deliver all aspects of customer engagement so you can stay connected. Providing convenience, customised offers and relevant information gives your customers a reason to come back, and will increase demand for your products and services. Customers can view their medication list, receive script reminders, place orders in advance and more. You can also send customised messages to stay connected even between visits.



CarePro

CarePro is an innovative platform that uses a sophisticated analytics engine to help identify patients that may be eligible for individual services now and in the future. CarePro delivers better patient experience as it enables you to invite eligible patients into your pharmacy for services at a time that works for you and your patient. Each program offers a patient-centred health service and supports pharmacist-patient dialogue through consistent and qualified consultations, patient summaries and referrals.

Exclusive offers available to all Guardian pharmacies.



Health Awareness Campaigns

Guardian health awareness campaigns provide education about important health issues affecting the Australian public. With comprehensive marketing support, these campaigns engage patients and encourage discussions with you as a highly trained and accessible healthcare professional. Through each campaign, you and your pharmacy team are supported with a comprehensive suite of training materials and execution tools. Featured in every catalogue, these health awareness campaigns cover a range of key health issues such as:

- Heart Health
- Diabetes Risk Assessment
- Smoking Cessation
- Respiratory Health
- Vaccinations
- Pain Management

Training Support

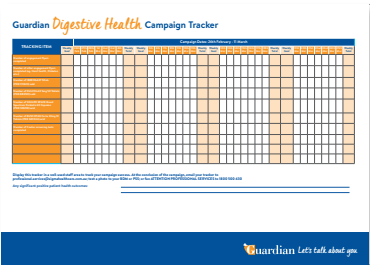
To help your pharmacy team expertly deliver the campaign:

- Comprehensive pharmacist and team training based on the latest clinical evidence
- Quick-watch webinars, dialogue guides and supporting campaign training
- Dedicated in-store support from pharmacist coaches

Tracking Support

To help you see the benefit for your pharmacy:

- In-pharmacy campaign success trackers
- Pre-filled QCPP Health Promotion documentation



Inspire Pharmacy Teams

The LEAPP Dispensary Excellence Program (Foundation, Extension & Accelerate) sets a new industry standard in pharmacy training and support. A dispensary program of this depth, scope and professional nature is an Australian pharmacy first.

Aimed at inspiring successful change management processes, re-engineering dispensary workflows and creating more time for pharmacists to engage with their patients, the LEAPP program has produced outstanding results.

Giving time back to the pharmacists enables:

- Greater outcomes in patient services and care
- Happier and more productive teams
- Increased pharmacy profitability

Achieving sustained practice change in our dispensaries is hard. LEAPP helps support this change management process through a range of tailored programs and tools. In addition, a team of experienced and passionate Guardian experts - mostly pharmacists - will help guide you through.

“WOW, what a great learning and growing experience the LEAPP program has been for my Pharmacy! I now have a more focused and inspired Dispensary team who have been given defined roles and goals, all with the end focus being our customer. We have significantly improved the workflow efficiency in the dispensary, and these efficiencies have allowed our Pharmacists to focus on our customers who are benefiting from regular and consistent Care Counseling. The LEAPP program has greatly improved customer engagement and their health outcomes, and our customer feedback has been so encouraging that we know that the LEAPP program is here to stay.”

Lili Cosic, Pharmacist

Corrimol Court Guardian Pharmacy, NSW



LEAPP Dispensary Excellence Program

The LEAPP Dispensary Excellence Program was created in simple terms to give pharmacists more time with their patients. The LEAPP vision is to support pharmacists to provide better health outcomes for their patients and develop a more sustainable pharmacy service model.

- Increased dispensary productivity
- Improved dispensary workflows
- Increased profit
- Happier customers, happier teams

LEAPP Foundation

This 12 week program has been designed and developed to provide pharmacy teams with a step-by-step framework for dispensary excellence. Program outcomes include:

- Increasing pharmacist availability at script in and script out counters through workflow efficiencies, improved dispensary productivities and team culture.
- Improve the quality of patient engagement through upskilling pharmacists in counselling techniques that have demonstrated benefit to patient health outcomes.
- Successful implementation of professional services.

Investment: \$3,950 +GST

LEAPP Extension

The LEAPP Extension program provides ongoing support to pharmacy teams who have successfully completed the LEAPP Foundation program. This ensures pharmacists continue to sustain a PHARMACIST ALWAYS AVAILABLE service model.

Investment: No Fee

LEAPP Accelerate

We all know on-boarding new staff can be difficult. LEAPP Accelerate is a 4 week introductory program which upskills your new pharmacy team members on systems and behaviours that promote a pharmacist-led, advice-driven service model. It will give new team members the opportunity to understand the strategy and vision behind the LEAPP Dispensary Excellence Program.

Investment: No Fee

^Source: 2017 LEAPP Dispensary Excellence Program cohort data LEAPP pharmacy vs non LEAPP pharmacy comparator table.
*Past performance of the LEAPP program should not be relied upon as being indicative of future performance.

For more information contact your Guardian Business Development Manager or email or dispensary.services@sigmahealthcare.com.au

On average, a 2017 LEAPP Foundation participating pharmacy added an additional

\$51,348

in Gross Profit \$**
(annualised)



Leadership | Engagement | Analytics
Physicals | Professional Services

Increase Performance and Productivity

Despite recent changes, the dispensary is still the core of our pharmacy business. With this in mind, Guardian is providing access to a comprehensive suite of programs, tools and solutions that enable increased productivity and profitably in our dispensaries.

These include;

- **Dispensary design and workflow analysis**
- **Dispensary performance programs**
- **Technology partnerships**

“Before starting the LEAPP program I actually felt that as pharmacists we were giving our customers plenty of our time and attention. However after performing the dispensary workflow analysis I realised how little of our time was actually being spent with our customers.

Participating in the LEAPP program helped me understand what changes were needed and also how to achieve those changes. We also learnt how to improve our customer interactions and I also now have more confidence with counselling our patients in a meaningful way that can influence their health outcomes.

I can really see how much our patients appreciate our time and advice. I would recommend the LEAPP program to anyone who truly wants to expand their role as a pharmacist as a valued and respected member of their community.”

Essa Hourani, Pharmacist

Canningvale Guardian Pharmacy, WA



Dispensary design and workflow analysis

The Sigma Store Design team in conjunction with the LEAPP Foundation program provide expertise in both Dispensary Design solutions and improved dispensary efficiencies through workflow analysis. Our key focus is to ensure design solutions are tailored to your pharmacy's needs, especially related to gaining efficient dispensary workflow's and promoting a service orientated professional environment. In addition to our internal store design service we will use approved design consultants and shopfitters to ensure you get the right solution at market competitive prices.

For more information contact Implementation@sigmahealthcare.com.au

Dispensary performance programs

Sigma Generic Program

The **Sigma Generics Program** takes the hassle out of finding the best price generic medication for you. By analysing market data and pricing we are able to find the best price for your pharmacy.

Working with 6 different supply partners we are able to provide 1st line pricing across 500 SKU's through a matrix which is updated regularly, ensuring your pharmacy gets the best priced generic.

Product Range

500+ SKUs

Out of Stock Protection

Aggregated supply network

Profitability

Market competitive pricing



Prescription Pricing guidance

Available to Guardian pharmacies with three tiers of pricing guidance across more than 140 core SKU's, depending on your competitive environment. Prescription Pricing is routinely benchmarked against market competitors with consideration given to ongoing impacts of simplified price disclosure.

Private Label

Increased patient engagement provides the pharmacy greater opportunity to offer private label products. Private Label in the Australian pharmacy market is increasingly becoming a critical element in helping customers to reduce their shopping costs and providing pharmacy owners with an opportunity to boost sales and grow their margin.

For more information contact your Guardian Business Development Manager or email or dispensary.services@sigmahealthcare.com.au

Technology Partnerships

Guardian is focused on providing strategic industry partnerships to our members, especially in the area of innovative dispensary technologies. With this in mind there are partner opportunities for Dose Administration Aids - (DAA) and Dispensary Automation space.

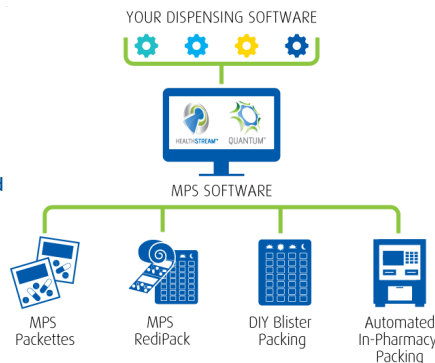
An end-to-end DAA solution for pharmacies

Guardian has a unique suite of dose administration aid partner's that are focused on delivering DAA efficiencies in our dispensaries. These services not only improve patient compliance with prescription medicines but also improve profitability and loyalty for pharmacies. Our partners are committed to providing advice on the right DAA solution for you.

3rd Party Sachet Packaging **mps**

Australia's leading 3rd party DAA sachet packaging company that helps our pharmacies transform the way they manage their patients' medication regimes and compliance. MPS' solutions enable efficiency gains in dispensary, leading to increased DAA sales with minimal increases in fixed costs. Powered by Healthstream and Quantum software DAA management has never been so easy in your pharmacy.

For more information contact
hello@mps-aust.com.au or
phone 1800 003 938



Manual Blister Solution **mypak** SOLUTIONS

A Douglas and Arrow pharmaceuticals venture that provides a comprehensive DAA solution for pharmacies. MyPak provides DAA blister consumables, software and automated blister options through its Medicopak, Practicare and Alpaca range of products.

For more information contact Andrew.Heine@mypaksolutions.com.au **or phone**
0400 688 934

Automated Blister Solution



The Alpaca blister packing robot is the blister packing solution you have been asking for. A safe, fast, accurate, reliable and extremely compact packing machine that feels like a hard-working member of your team.

For more information contact Andrew.Heine@mypaksolutions.com.au **or phone**
0400 688 934

Automated Sachet Packaging



Meditec is the southern hemisphere's largest supplier of automated packing & checking solutions. With solutions operating in every State and Territory, DHB, Meditec has built an infrastructure that's accessible 24/7 and aimed at ensuring our customers receive the best possible support. With 16+ differently sized packing machines and multiple checking machine options, Meditec has a solution that will help reduce your costs, grow your revenue, simplify how you work and provide a point of difference. Please get in touch to learn of the possibilities.

For more information contact afinster@meditec.com.au **or**
phone 0419 849 878

Dispensary automation and inventory management solutions



CONSIG
Dispensary
Automation



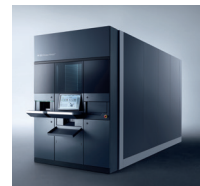
Inventory
Space
Solutions

Are you wanting to improve your dispensary workflow and design? Maximise dispensary space? Improve medication management and stock control? Willach offers cutting edge pharmacy automation and state-of-the-art drawer and shelving solutions to transform your dispensary. Our design and technology solutions enable pharmacies to prosper and deliver a level of customer service second to none.

For more information info@willach.com.au,
phone 03 9429 822 or go to our website willach.com.au



Rowa® Technologies



Rowa
Dispensary
Automation

BD Rowa technologies provides automated warehousing and dispensing solutions for pharmacies and other healthcare facilities. The portfolio also includes a range of digital solutions which enhance customer experience. With more than 7,500 systems installed worldwide, the Rowa brand stands for quality and reliability.

For more information call **1800 385 471 or visit** bd.com/rowa

Every single Guardian pharmacy exists to serve and support the health of its local community. With familiar faces delivering ongoing personalised advice you can trust, Guardian's pharmacists put people at the heart of one-to-one care.



 Guardian

Let's talk about you