



Australian Association of Consultant Pharmacy Pty Ltd (AACP) Refund and Returns Policy

If for any reason you are not completely satisfied with your purchase from Australian Association of Consultant Pharmacy (AACP) (ACN 057 706 064) we will give you a 30 day money-back guarantee from the time you receive the goods. Please email us at aacp@aacp.com.au within that time if you are not satisfied with your purchase so that we can resolve any problems (an example of these goods includes the ConPharm CPD CD available for purchase from the AACP).

This refund policy does not apply to the Accreditation Assessment Fee, the Initial Accreditation Fee, the Re-accreditation Fee or the AACP Access Only Fee. Outlined below is the refund policy relating to those services.

Policy

Accreditation Assessment Fee

The accreditation assessment fee provides for:

- Access to the AACP web site (up to date information regarding Government guidelines, contracts, HMR and RMMR forms, clinical updates and other resource material. Links to the Department of Health & Ageing, Department of Human Services - Medicare, The Pharmacy Guild of Australia, the PSA and other useful sites. Templates for promotional material (leaflets and covering letters to GPs for use by independent consultant pharmacists, and for accredited community pharmacists.)
- Access to the AACP's fortnightly e-newsletter, *The Accredited Pharmacist*.
- Email notifications of changes to current Guidelines, payment provisions, and clinical news.
- Access and administration/support for the Stage 2 assessment program and the *Communication Module*, the release of the Clinical MCQ Assessment, the marking of the four individual case study scenarios.
- Access to an AACP funded mentor if/when required for up two hours of mentor access.

In special circumstances a refund of the Accreditation Assessment fee (less a \$110 administration fee) may be considered (e.g. if the request is received within 30 days of the date the application was processed by the AACP).

The AACP Initial Accreditation Fee

The initial accreditation fee provides for:

- Access to the AACP web site (up to date information regarding Government guidelines, contracts, HMR and RMMR forms, clinical updates and other resource material. Links to the Department of Health & Ageing, Department of Human Services - Medicare, The Pharmacy Guild of Australia, the Pharmaceutical Society of Australia and other useful sites. Templates for promotional material (leaflets and covering letters to GPs for use by independent consultant pharmacists, and for accredited community pharmacists.)
- Access to the AACP's fortnightly e-newsletter, *The Accredited Pharmacist*.
- Email notifications of changes to current Guidelines, payment provisions, and clinical news.
- Administration of the accreditation process and the awarding of the initial *Accreditation Certificate*.

The initial Accreditation fee is non-refundable as accredited pharmacists may continue to undertake medication management reviews – and receive subsequent reimbursement from the 5CPA Payment Portal – until the Accreditation Certificate expires.

Re-accreditation Fee

The Re-accreditation fee provides for:

- Access to the AACP web site (up to date information regarding Government guidelines, contracts, HMR and RMMR forms, clinical updates and other resource material. Links to the Department of Health & Ageing, Department of Human Services - Medicare, The Pharmacy Guild of Australia, the PSA and other useful sites. Templates for promotional material (leaflets and covering letters to GPs for use by independent consultant pharmacists, and for accredited community pharmacists.)
- Access to the AACP's fortnightly e-newsletter, *The Accredited Pharmacist*.
- Email notifications of changes to current Guidelines, payment provisions, and clinical news.
- This fee relates to the administration of the re-accreditation process (including the annual CPD activity review and the triennial MCQ Clinical Assessment) and the awarding of the annual *Re-accreditation Certificate*.

The Re-accreditation Fee is non-refundable as accredited pharmacists may continue to undertake medication management reviews – and receive subsequent reimbursement from Medicare – until the *Re-accreditation Certificate* expires.

The AACP Access-Only (Affiliate Fee)

This annual fee applies to those pharmacists who want to remain informed about accreditation for medication management reviews but who are not actively engaged in either the accreditation or re-accreditation program.

The fee provides for:

- Access to the AACP web site (up to date information regarding Government guidelines, contracts, HMR and RMMR forms, clinical updates and other resource material. Links to the Department of Health & Ageing, Department of Human Services - Medicare, The Pharmacy Guild of Australia, the PSA and other useful sites. Templates for promotional material (leaflets and covering letters to GPs for use by independent consultant pharmacists, and for accredited community pharmacists.)
- Access to the AACP's fortnightly e-newsletter, *The Accredited Pharmacist*.
- Email notifications of changes to current Guidelines, payment provisions, and clinical news.

If you have any enquiries regarding this document please visit our website at www.aacp.com.au or email the AACP via aacp@aacp.com.au

Related Documents

There are no AACP related documents to this policy.

Authorisation

Board of Directors, AACP
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