

Emergency Response Support – Pharmacies

As part of the Northern Queensland Primary Health Network (NQPHN) 'Build Back Better – Primary Care' initiative, an array of new Primary Care support systems is being developed.

Recent events, cyclones, floods, bushfires, and a pandemic have highlighted the important role General Practice has in emergency response.

In the event of an emergency in the NQPHN region, there is a need to be able to provide clear and immediate information to healthcare providers to support this response.

To enable NQPHN to support this, we are offering pharmacists and staff the opportunity to subscribe to an Emergency SMS Alert System which will send emergency and public health message alerts directly to the subscriber's nominated mobile phone number.

An SMS will only be sent directly to your nominated phone number(s) in the following scenarios:

- Public health alert
- If a primary care response is required for a disaster
- To ascertain your pharmacy's opening status in any of the above scenarios
- Major changes to COVID-19 management/policy
- Introductory SMS
- Annual test of Emergency SMS Alert System.

Sign up to the Emergency SMS Alert System and receive \$500 (exc. GST) per pharmacy to purchase resources to assist your emergency preparedness.

For pharmacies which have more than one pharmacist or senior staff member subscribing to the Emergency SMS Alert System, NQPHN will reimburse the pharmacy \$500 (exc. GST).


To support pharmacy response and recovery to emergencies and pandemics, NQPHN will reimburse subscribers to the Emergency SMS Alert System to the amount of \$500 (exc. GST) per pharmacy on proof of purchase of one of the following:

- a [Vaccine Sof-Pac](#) to support maintenance of vaccine cold chain outside of the general pharmacy environment
- Qualitative Fit Test Kit, or
- Other emergency response resources (prior approval required from NQPHN).



NQPHN acknowledges the Aboriginal and Torres Strait Islander peoples as Australia's First Nation Peoples and the Traditional Custodians of this land. We respect their continued connection to land and sea, country, kin, and community. We also pay our respect to their Elders past, present, and emerging as the custodians of knowledge and lore.





To subscribe to this Emergency SMS Alert System and claim the pharmacy reimbursement, please [complete this online form](#), and email a tax invoice (maximum reimbursement \$500 exc. GST) with proof of the purchase of one of the above to the [NQPHN Disaster Preparedness team](#).

Once approved, payment will be made directly to the pharmacy (please allow 15 business days for processing).

Invoice instructions

- Invoice must be a tax invoice and include pharmacy name, contact name, address, phone number, email address, ABN, whether you are registered for GST or not, and bank details so the funds can be made electronically.
- In the description of the invoice, please list *NQPHN Emergency Response Support for Pharmacies*.

Frequently Asked Questions

Is my pharmacy eligible for reimbursement of \$500 (exc. GST) after purchasing a qualitative fit testing kit?

Yes, your pharmacy will be eligible for a \$500 reimbursement if you have **more than one** pharmacist or staff member signed up to the Emergency SMS Alert System. A secondary contact for your practice will ensure you do not miss important messages.

If my pharmacy has more than two pharmacists or senior staff members sign up, am I entitled to another \$500 (exc. GST)?

No, \$500 (exc. GST) is the total amount which can be reimbursed per pharmacy. As a minimum, it is expected that one of the staff members will be a pharmacist.

What evidence do I need to submit with the invoice to claim our pharmacy's reimbursement?

- Evidence, such as receipts or a paid invoice for the purchase of a Vaccine Sof-Pac, Qualitative Fit Testing Kit, or other approved emergency response resources
- All invoices or receipts must clearly identify the pharmacy name.

Can our pharmacy sign up to the Emergency SMS Alert System if we have not purchased a Vaccine Sof-Pac, Qualitative Fit Test Kit or other approved emergency response resource?

Yes, you can sign up to the Emergency SMS Alert System, however you will not be eligible for the \$500 (exc. GST) payment.

How many SMS alerts will I receive from NQPHN?

You will only receive SMS alerts relating to the following:

- Public health alert
- If a primary care response is required for a disaster
- To ascertain your pharmacy's opening status in any of the above scenarios
- Major changes to COVID-19 management/policy
- Introductory SMS
- Annual test of SMS Alert System.

What information is required by NQPHN to claim our pharmacy reimbursement?

Please complete [this online form](#), and email a tax invoice (maximum reimbursement \$500 exc. GST) with proof of the purchase of one of the above to the [NQPHN Disaster Preparedness](#) team.



Invoice instructions

- Invoice must be a tax invoice and include pharmacy name, contact name, address, phone number, email address, ABN, whether you are registered for GST or not, and bank details so the funds can be made electronically
- Invoice to be addressed to:
Northern Queensland Primary Health Network
PO Box 7812, Cairns QLD 4870
- In the description of the invoice, please put *NQPHN Emergency Response Support for Pharmacies*.

How will NQPHN deal with my personal information?

Northern Queensland Primary Health Network (NQPHN) collects, uses, stores and discloses personal information in accordance with the *Privacy Act 1988* and associated Australian Privacy Principles.

NQPHN will only use the collected data for the stated purpose.

Collected data will be shared with DirectSMS Group. Please refer to their [privacy policy](#) and [GDPR Compliance](#).