

Case Study

The Pharmacy Guild of Australia

»As a customer of Fujitsu we are used to short lines of communication, services from a single source and competent advice. At the same time, the many years of expertise and numerous references within the logistics sector also spoke volumes for renewed cooperation.«

Michelle Quester, National Manager, Agreement Programs Operations, The Pharmacy Guild of Australia



The customer

The Pharmacy Guild of Australia is the organisation that represents and supports the national network of 5,450 community pharmacies that deliver medicines, medication management and related services to Australian citizens.

Founded in 1928 and now with offices in every State and Territory, the Guild is the national peak body representing community pharmacies who play a vital role in ensuring that primary health care and associated services are provided to the same high quality in all communities throughout the country, from the major cities to the most remote outback and island locations.

The challenge

Late in 2013 the Guild was asked by the Australian Government to take over the management and payment of claims by pharmacists for a range of patient services and medication management programs, previously administered by the Department of Human Services.

The Department wished to replace a time and resource intensive paper-based system with a streamlined and easy to operate online solution that simplified the application, approval and payment of claims, which exceed 110,000 each year.

In addition to the technical challenge, the Government also wished to take the opportunity to introduce a range of program policy changes and, for reasons driven by the Government's administrative and financial cycles, the Guild had to have the new online solution up and running by 1 March 2014.

Michelle Quester, the Guild's National Manager for Agreement Programs Operations says, "naturally we were very pleased to be asked by the Government to take on these additional responsibilities. The timetable was extremely challenging so we knew that we would need to identify the right technology partner very quickly if we were to meet the deadline."

The solution

"From an initial look at the marketplace for solution providers, it was very quickly clear to us that Fujitsu was a clear leader in this area in terms of reputation and experience. And from our first contact with them they were extremely responsive, putting together a team of their own experts from Australia and New Zealand to understand and assess our requirements – which were complex," says Quester.

The customer

Country: Australia
Industry: Pharmaceutical
Founded: 1928
Website: www.guild.org.au



The challenge

When the Government asked the Guild to introduce a new online system to manage the application, assessment and payment of claims by pharmacists, for a range of patient consulting services and medication management programs, it faced a substantial challenge – and a very tight, fixed deadline.

The solution

The Guild selected the Fujitsu Grants Manager online portal, combined with Microsoft Dynamics CRM, with help desk expertise and ongoing support.

The benefit

- Submission of claims and management, decision-making and payment process is faster, more efficient, secure and transparent
- Costs associated with the previous, paper-based system have been removed
- Highly complex project was delivered on time, on budget in just eight weeks, enhancing the Guild's reputation as a trusted and reliable supplier to the Australian Government

Fujitsu specified its award-winning Fujitsu Grants Manager product incorporating the Microsoft Dynamics CRM platform, a tried and tested combination since its launch in 2011. Fujitsu Grants Manager is a total solution for the end-to-end management of the grants process lifecycle.

For the Pharmacy Guild of Australia the Fujitsu team built a bespoke, user-friendly online web portal, allowing pharmacies to register and submit their claim applications, following a simple step-by-step online process. The portal guides applicants through each step, with prompts to ensure that applications are complete and correct. Applicants can view the status of their claim as it progresses through the system.

Claims are automatically pulled into the CRM system, allowing the Guild to assess and cross-check them against a diverse range of rules and criteria within a secure, hosted environment, and to make payment to pharmacies once all criteria have been met.

In a phased approach to the implementation, Fujitsu committed to deliver agreed launch phase functionality essential to meet the Government's 1 March deadline, with further enhancements to follow over the coming weeks and months, to the end of 2014.

"Both our team and the Fujitsu team had to roll our sleeves up and get stuck in, and it was a fantastic achievement to deliver the solution on time, on budget. Fujitsu really committed to us, we had members of their team here with us pretty much full time during the construction of the solution and they developed a test of the solution for us to review and adjust prior to launch," explains Quester.

"Given the timetable, the complexity of our requirements and the fact that this system was completely new for us and pharmacists, we had some inevitable teething problems but these were quickly ironed out and additional functionality has been added as planned in the weeks that followed."

Products and services

- FUJITSU Grants Manager
- Business Analysis, Software Development, Test Analysis, Training, Release Management and Project Management
- Help desk

The benefit

The move to a completely online solution has streamlined and simplified the registration and submission of claims, and the claim assessment and payment process for the Guild and pharmacists alike, saving all parties substantial time and costs of administration, paper and postage.

The solution was delivered on time, on budget, enhancing the Guild's reputation for effective management and program delivery. Within just 48 hours of the launch more than 500 pharmacists had registered and within three months almost 50,000 claims were progressing through the system, with 300 claims processed each and every day.

Pharmacists' core information is held securely, enabling fresh claims to be created quickly and efficiently. Online communications is swift and efficient with pharmacists able to log in to follow the process of their claims online, removing the need for status chasing phone calls.

For the Guild, the solution provides enhanced control, security and transparency. The process of the claim through the system is visible to all authorised system users, supporting auditing and compliance requirements.

The system generates status reports and all of the information necessary for each claim to be quickly and efficiently reviewed. Instant visibility of the status of all claims enables Guild management to review and prioritise activities to address specific issues.

Conclusion

"We are pleased to have Fujitsu as an experienced IT partner who greatly assisted us with all the technical questions."

Michelle Quester, National Manager, Agreement Programs Operations,
The Pharmacy Guild of Australia

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