



“SELLING S2 & S3 MEDICINES” (PHARMACY ONLY - 3 HOURS)

Does your pharmacy experience any of these?

- Have any of your team members sold, or could they sell, S2 and/or S3 medicines to customers without checking whether the patient’s health condition has changed or assessing whether it is the correct solution for their health condition?
- Have any of them sold, or could they sell S2 medicines to customers without giving the appropriate advice or checking that they know the advice?
- Have any of them sold, or could they sell S3 medicines without referring the customer to the pharmacist for advice?
- Have any of them sold, or could they sell Recordable S3 medicines without the sale being correctly recorded?
- Have or could they inadvertently store S2 and/or S3 medicines in locations in the pharmacy that are illegal?
- Are there team members with insufficient knowledge who may ‘bluff’ their way through rather than refer the customer to a qualified team member?
- Are there team members who refer customers to qualified team members but do so in an unprofessional manner?

Would you like a cost-effective solution to this?

“Selling S2 & S3 Medicines” is a ‘must-do’ training program for all team members who sell health solutions to customers. It is also a mandatory requirement of QCPP accreditation / reaccreditation that all relevant team members have completed this type of training and successfully completed an assessment of their knowledge by a qualified assessor (included with this program). This will give them the **SIRPPKS001A- Support the sale of ‘Pharmacy’ and ‘Pharmacist Only’ medicines** qualification.

Mystery Shopper expeditions conducted by the Pharmacy Guild , by Choice Magazine, and by participants in AUSTRALIAWIDE’s “In The Customer’s Shoes™” training program consistently expose breaches of S2 and/or S3 regulations and these could cause negative health outcomes for the patient and also damage the reputation of the respective pharmacy and also the pharmacy industry.

The program includes a comprehensive participant workbook and extensive practice of all parts of the process by all participants.