QuickMAR
by **PointClickCare**®

News and Updates
For Our Valued
Pharmacy Partners

📢 Announcing the **SmartZone** Training Platform

SmartZone is PointClickCare's best-in-class online training and education platform. Developed so you can easily train and keep your staff up-to-date on PointClickCare's solutions, including QuickMAR.

- Grow and maintain staff skills to best practice and functionality
- Reduce the impact and cost related to on-boarding new staff at your pharmacy

More information is coming soon, including how to sign-up and more.

QuickMAR's **Implementation Team** is Here to Help

Our team of Implementation Specialists understands the complexities of pharmacy and facility workflows. They will work with your new facilities to get them successfully onboarded.

Our expansive QuickMAR Operations team also provides technical support, such as managing barcodes or brainstorming solutions to unique customer needs.

OCTOBER 12 Process Changes Effective **October 12, 2021**

The Implementation Team will create and manage all new facilities within the QuickMAR application. The pharmacy portal has been enhanced to include easy to access web based forms.

To preview the forms click here

• Request New Facility Setup & Implementation
• Request Test Facility on the Web Forms and the Email Notification
• Change Facility Demographics (contact, ownership, etc.)
• Request to Archive/Terminate Facility
• Transfer/Transition Existing Facility
• Conversion Pharmacy Dispensing Software

As a valued partner, you now have support and guidance from the Implementation Team, so you can focus on managing your pharmacy. You can choose to be involved in a facility's implementation. Our teams offers various implementation packages based on a facility's unique needs.

All requests will be responded to from the Implementation Team within 5 business days.

Frequently Asked Questions:

Can I still add a new facility in QuickMAR RX?
No. After completing and submitting the appropriate web form, the Implementation Team will fulfill your request and respond within 5 business days.

Are there new fees associated with adding a new facility?
We strongly encourage all new facilities to utilize one of our Implementation Packages to ensure a successful start with the expertise of our team. If a facility or pharmacy chooses to self-implement, there are no fees at this time for adding a new facility.

Can the pharmacy work alongside the QuickMAR Team on the implementation of a new facility?
Absolutely! The pharmacy are our experts on pharmacy workflow and compliance of med management, and our team holds the expertise of the eMAR software functionality.

What do I do if a facility is leaving our pharmacy?
If a facility is leaving your pharmacy, complete and submit the Change Facility Status form. The Implementation Team will guide you on your next steps.

How do I ensure that I am not billed for a facility that has left our pharmacy?
QuickMAR invoices based on usage for the month. If that facility had usage for the month, the pharmacy will be billed. We do not prorate monthly billing.

How do I make sure that my request is handled on the date that I need it handled?
QuickMAR recommends requesting:
• A new facility at least 30 days prior to go-live
• A transfer/transition of an existing facility at least 2 weeks prior
• A conversion of dispensing software at least 30 days ahead of time.