



Carepoint

Guardian Rx Implementation

CCHN Custom Training Syllabus

Training Title	Description / Topics Covered	Trainee(s)	Length
Navigation	An introduction to Guardian Rx, its modules and basic navigation	Entire Team	2 hours (+ 1 hour self-practice)
IT Training	Files, connectivity, folders, database, printers, terminal services, windows services, interface, product updates	IT Team	1.5 hours
Peripherals	Onsite installation of bar code reader, scanner, e-sig capture device	IT Team	2-3 hours onsite
Administrative Training Part One: IT	Adding pharmacy/dispensary, adding users, groups, printer mapping	Rx Core Team	1 hour
Administrative Training Part Two: Configuration	Dispensing preferences & basic configuration	IT Lead, Rx Team Lead	1 hour
Administrative Training Part Three: Tables	Insurance, providers, outside pharmacies, codes	Rx Core Team	1 hour
Administrative Training Part Four: Price Tables & Pricing Assignments	Pricing schemes, discounts, sliding fee scale	IT Lead, Rx Team Lead	1 hour
Retail Dispensing	Prescription entry, patient bar, demographics, allergy, insurance, sigs, patient profile, dispensing & price methods, DUR warnings, printing labels & monographs	Rx Core Team, end users	2 hours (+ 4 hours self-practice)
Claims Queue	Claims status, denials, fixing errors, claims re-submit, override screens, voiding, reversals, filtering, signatures, errors	Rx Core Team, end users	30 minutes
Patient Profile	Viewing patient script history, refills, renewals, refill requests, transfers in/out	Rx Core Team, end users	30 minutes
NDC Checker	Verifying label matches medication dispensed	Pharmacy Tech	5 minutes
Dispense Verify	Verifying medication ordered vs dispensed	Pharmacists (and anyone that can dispense meds)	45 minutes
E-signature Capture	Checking meds out, will-call list- signature audits	Rx Core Team, check-out clerk	30 minutes

Advanced Training

Training Title	Description / Topics Covered	Trainee(s)	Length
Sigs	Customizing and using sigs	Core Team	30 minutes
Inventory	System set-up, vendors, products, price updates, ordering, receiving, adjustments	Core Team	2 hours
Accounts Receivable	Patient accounts, third party A/R, set-up, posting payments, A/R lists, collections, ERA, statements	Accounting Team	2 hours
Reports	Daily, weekly, monthly, auto reports, CURES report, AWP-AAC Margins report, CPA report, custom reports	Core Team	2 hours
Patient Merge	Merging duplicate records	Core Team	15 minutes
POS Training	MS Dynamics RMS training, start of day, end of day, X-Report, Z-Report, ZZ-Report, balancing, taking payments, scanning, interface	Core Team, checkout staff	2 hours

Core Team

- Rx Champion for all Sites
 - Pharmacies → Pharmacy Director/Manager
 - Dispensaries → Nursing Director, Pharmacist
- Medical Director
- Lead Pharmacy Tech
- IT Lead
- IT Help Desk Staff
- Check in / Check out clerk
- CCHN Project Manager
- CFO/Billing Manager (50% involvement)