

Opioid Maintenance Treatment Home Delivery during COVID-19 isolation Procedure

Prior to first dose collection under these conditions:

- Need for isolation or quarantine has been established
- Prescriber has assessed the patient and has appropriate approval to enable unsupervised doses throughout isolation
- Number of unsupervised doses available for delivery on a single occasion has been identified
- Patient has nominated their preferred agent
- Preferred agent has indicated they are willing and able to conduct delivery
- Patient has read and acknowledged the rights and responsibilities that apply to them (see 'information for patients')

First dose collection:

- Agent signs form outlining rights and responsibilities (see 'information for agents')
- If considered appropriate by prescriber or pharmacist, naloxone is included with the doses
- If appropriate, information on safe storage of takeaway doses is provided
- Pharmacist/nurse and agent confirm intended delivery arrangements and review this procedure
- Pharmacist/nurse and agent confirm intended schedule of dose collection
- Pharmacy/clinic and agent identify how the delivery confirmation form is to be provided by the agent

Every dose collection:

- Approved doses for collection prepared by pharmacy or Canberra Health Services
- Agent provides photo ID, to be sighted by pharmacist/nurse. Pharmacy/nurse confirm identity of agent.
- Agent signs to indicate they have collected specified doses for a specified patient. This form will include patient name, dose, number of doses and the date of collection (see dose collection form template)
- Pharmacist or nurse signs to witness the doses collected and signature of the agent

Every dose delivery:

- Agent arrives at patient's address
- Agent calls client to advise their dose is at the front door and asks patient to confirm their identity
- Agent leaves the supplied doses on the doorstep
- Agent steps back at least 2m, or as far as possible but remains in eyesight of the delivered doses on the doorstep
- Patient opens the door and collects the delivered doses
- Agent observes collection, signs form witnessing dose collection at patient's address, and departs.
- Agent sends delivery confirmation form back to pharmacy/clinic

- If the patient does not answer the door
- Doses cannot be left unattended
 - Attempt to contact the patient by phone
 - If a medical emergency is suspected dial 000
 - Retrieve the doses from the doorway
 - Agent to return doses to the pharmacy/clinic
 - Pharmacy/clinic to notify prescriber
 - Pharmacy/clinic to record returned doses

- If the patient reports not receiving the doses:
- Attempt to contact the agent in case the delivery is delayed
 - Call the pharmacy/clinic if the agent cannot be contacted
 - An alternative agent will need to be identified for future deliveries