

Opioid Maintenance Treatment (OMT) dose delivery during COVID-19 isolation or quarantine: Information for community pharmacists and ADS nursing staff

Process for facilitating OMT delivery to clients in isolation or quarantine

Do not put yourself at risk of contracting COVID-19 through direct contact with clients in isolation or quarantine. Follow this procedure to ensure doses can be delivered to them.

1. Liaise with the client and prescriber

- Ensure the prescriber has approval for all doses to be provided as 'unsupervised'.
- Confirm the number of unsupervised doses that may be delivered at one time.
- Assist the client with nominating an agent. This can be:
 - A friend or family member of the client who is over the age of 18, not subject to quarantine, and considered appropriate by both you and the prescriber
 - A Government-funded third party (Directions Health Services); or
 - If the client is currently in residential rehabilitation or other Therapeutic Community, the relevant organisation can be nominated.
- Ensure the client has access to a copy of the 'ACTHD information for OMT patients in quarantine' and you confirm they have understood its contents.
- Confirm the address where the client will be living during quarantine.

2. Liaise with the proposed agent

- For friends/family:
 - Confirm they are prepared to act as an agent;
 - Confirm they have access to the 'ACTHD Information for agents' and the OMT delivery procedure document and understand the contents; and
 - Ensure they complete and sign the agent consent form.

- For the Government-funded third party delivery service, send an email to OMTDeliveries@directionshealth.com including:
 - Client name and delivery address;
 - Address of the pharmacy/clinic; and
 - The first date doses will be required to be collected.
 - For clients in residential rehabilitation or other therapeutic communities, contact those organisations directly. If required, Directions staff can deliver to these communities.
 - Ensure the Directions staff member or other organisation staff member completes and signs the agent consent form.
 - Establish how the agent will provide the delivery form to you after they have witnessed the client collecting the doses (for example email address, phone number).
- 3. Confirm with the client**
- Confirm which agent will deliver medications.
 - Confirm the address and the date of first delivery.
- 4. Prepare takeaway doses for collection on appropriate days**
- 5. Provide doses to the agent for delivery**
- Confirm the identity of the agent.
 - Double check the doses with the agent.
 - You and the agent will sign the collection form.
 - Once delivered, the agent will send a copy of the delivery form as arranged.
 - If prescribed, or the pharmacist or nurse practitioner considers appropriate, provide naloxone with the delivery. If Directions are the agent, they can also provide naloxone training information and medication.
- 6. Store the collection and delivery forms in the client's file**

If there are concerns regarding an agent nominated by the client, or any discrepancies between the doses the agent reports delivering, and what the client reports receiving, you should, with client consent, transfer the agent responsibilities to Directions Health Services and notify the prescriber.